

**A PROJECT REPORT ON
STUDY ON EMPLOYEE ENGAGEMENT PRACTICES DURING REMOTE
WORKING AT SUMEGA TECHNOLOGIES**

Submitted in a partial fulfilment
of the requirement for the degree of
MASTER OF BUSINESS ADMINISTRATION
BY

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(19H61E0058)**

UNDER THE ESTEEMED GUIDANCE OF

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ANURAG GROUP OF INSTITUTIONS
(Autonomous)

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DECLARATION

I hereby declare that this Project report titled “A study on employee engagement practices during remote working at SUMEGA TECHNOLOGIES” submitted by me to the Department of Business Management, **ANURAG GROUP OF INSTITUTIONS**, Hyderabad is a bonafide work under taken by me and it is not submitted to any other University or Institution for the award of any other degree or diploma / certificate or published any time before.

(S. SINDHUJA)

19H61E0058

CERTIFICATE

This is to certify that the bonafide record of Project report is done and submitted by **Ms. S. SINDHUJA**
Bearing **HT. No. 19H61E0058** of MBA II Year/II Semester during the Academic year 2019-21.

Internal Examiner**External Examiner****Head of the Department**

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Table of Contents

S.no	CONTENTS	Pg. No.
	List of tables	[6]
	List of figures	[7]
CHAPTER -I	Introduction	1
	Objective of the study	6
	Need of the study	7
	Scope of the study	8
	Research methodology	9
	Limitations of the study	10
CHAPTER -II	Review of literature	11
CHAPTER -III	Company profile	13
	Industry profile	18
CHAPTER-IV	Analysis and interpretation of the study	22
CHAPTER -V	Findings Suggestions Conclusion	41
	Bibliography	44

LIST OF TABLES

S.NO	TITLE	PAGE NO.
1	Tabular representation of gender wise classification	22
2	Tabular representation of age wise classification	23
3	Tabular representation of income wise classification	24
4	Tabular representation of experience wise classification	25
5	Tabular representation of training programs provided by the organization during remote working	26
6	Tabular representation of raining helps employees to acquire the required skills	27
7	Tabular representation of work timings of the organization during remote working	28
8	Tabular representation of career growth opportunities provided during remote working	29
9	Tabular representation of organization gives freedom to use your skills	30
10	Tabular representation of coordination among departments during remote working	31
11	Tabular representation of work is stressful during remote working	32
12	Tabular representation of employees is given adequate and fair compensation	33
13	Tabular representation of linking rewards to the performance during remote working	34
14	Tabular representation of fringe benefits provided by the organization	35
15	Tabular representation of social security benefits provided by the organization during remote working	36
16	Tabular representation of performance appraisal system during remote working	37
17	Tabular representation of job satisfaction level during remote working	38
18	Tabular of representation of chi square test	39

LIST OF FIGURES

S.NO	TITLE	PAGE NO.
1	Organization structure of sumega technologies	17
2	Graphical representation of gender wise classification	22
3	Graphical representation of age wise classification	23
4	Graphical representation of income wise classification	24
5	Graphical representation of experience wise classification	25
6	Graphical representation of training programs provided by the organization during remote working	26
7	Graphical representation of raining helps employees to acquire the required skills	27
8	Graphical representation of work timings of the organization during remote working	28
9	Graphical representation of career growth opportunities provided during remote working	29
10	Graphical representation of organization gives freedom to use your skills	30
11	Graphical representation of coordination among departments during remote working	31
12	Graphical representation of work is stressful during remote working	32
13	Graphical representation of employees is given adequate and fair compensation	33
14	Graphical representation of linking rewards to the performance during remote working	34
15	Graphical representation of fringe benefits provided by the organization	35
16	Graphical representation of social security benefits provided by the organization during remote working	36
17	Graphical representation of performance appraisal system during remote working	37
18	Graphical representation of job satisfaction level during remote working	38

ABSTRACT

In the present business situation during the COVID-19 pandemic, employee engagement has become one of the utmost prominent issues for human resource managers and practitioners in organizations due to lockdown. The project is to determine the engagement of employees by Sumega technologies during coronavirus pandemic.

In this project, employee engagement during remote working at Sumega Technologies is about how the organization utilized the resources to make the employees feel engaged towards the work and the organization during remote working.

The study is accomplished with the proper indulgence with the support of employees. The responses for the study are collected through questionnaire from 120 respondents. Simple random sampling method was used to collect data from Sumega employees. The limitation of this study is limited to 20 days and considered only 121 employees

CHAPTER-I

INTRODUCTION

Employee engagement is a notion that is often seen as managing individual choices, with the idea that when workers have options, they will behave in a manner that benefits their company. An engaged employee is someone who is completely invested in and passionate about their job.

The most fundamental actions of engaged employees include speaking favorably about the company to colleagues, prospective employees, and customers, having a strong desire to be a part of the company, and going above and beyond to assist to the company's success.

Employees that are engaged will remain with the firm, become advocates for the company's goods and services, and contribute to the company's bottom line success. Employees who are engaged are more likely to perform well and be driven. There is a strong connection between employee engagement and profitability when it comes to remote work. Employee engagement via remote work is essential for any company looking to not only sustain but also improve its performance. Engagement Factors Employee engagement and retention are influenced by a variety of organizational variables, including:

- A culture of respect in which excellent work is rewarded
- Training and constructive are always available.
- Possibility of promotion and professional growth
- Reward, recognition, and incentive systems that is fair and suitable
- Good leaders are available.
- Job expectations that are clear
- Appropriate tools for carrying out job duties
- High motivation levels there are many additional variables that may apply to your business, and the significance of these considerations will vary depending on the size of your company.

Employee engagement and remote working:

Work from home is here to stay. While the majority of businesses have made these agreements work in the near term, how will employee engagement evolve over time? When some workers return to the office while others continue to work from home, how will you preserve team cohesion? What happens if a company decides to go to a mainly remote model?

The epidemic merely intensified existing trends toward more flexible work arrangements that involve at least some remote work to some degree. Millennials in particular, appreciate the ability to balance work and personal obligations as they see appropriate. Remote work may help you save money and time on lengthy journeys. It may also offer possibilities for individuals who might otherwise find it difficult to combine career and family obligations.

Even for businesses that prefer a conventional office layout, the flexibility of a remote alternative will continue to be essential for some time. The uncertainty around school reopening increases concerns regarding childcare for working parents. Employees who have family members who are medically fragile have extra obligations and worries. Some workers may be hesitant to return to work.

□ What are some alternatives to employee's employment while working from home?

Employee engagement issues that arise as a result of remote employment seldom go away. They need to be evaluated and dealt with as soon as feasible. Negative employee satisfaction problems, if left unchecked, may lead to:

- Increased staff turnover - When employees depart, they take their expertise and experience with them.
- Lost training dollars - Time and money spent in training and development programmes for leaving personnel is squandered.
- Lower morale - Remaining employees may be overwhelmed with additional responsibilities, on top of the unsolved problems that currently limit their full participation.

Employee involvement in remote work may be divided into many categories.

Engaged: Employees that are "engaged" are builders. They want to know what expectations are expected of them in their job so that they may meet and surpass them. They're naturally interested in learning more about their business and their role within it. They regularly provide excellent results. They want to put their skills and abilities to work every day. They work with zeal, promoting innovation and pushing their company ahead.

Not Involved: Employees that are disengaged are more likely to focus on tasks rather than the objectives and results they are expected to achieve. They just want to be taught what to do so that they may do it and claim victory. They are more concerned with completing chores than with attaining a goal. Employees that are disengaged believe that their contributions are being ignored and that their full potential is not being realised. They often feel this way because they do not have positive working connections with their supervisors or co-workers.

Employees that are "actively disengaged" are known as "cave dwellers." They're "consistently opposed to almost everything." At every chance, they plant seeds of negativity. Every day, deliberately disengaged employees sabotage the work of their engaged co-workers. As employees become more reliant on one another to provide goods and services, the difficulties and tensions that deliberately disengaged workers create may be devastating to an organization's ability to operate.

FACTORS INVOLVING EMPLOYEE ENGAGEMENT

Employee engagement is influenced by a number of variables, according to studies. Career Development-Personal Development Opportunities are a few of those that have been recognised.

Employees in high-engagement organisations have more chances to grow their talents, learn new skills, gain new information, and achieve their full potential. When businesses prepare for their workers' career trajectories and invest in them in this manner, their employees invest in them as well.

Company Values Clarity

Employees must believe that their company's fundamental principles are unmistakable and unmistakable. Employees are treated with respect. Regardless of their employment level, successful companies demonstrate appreciation for each employee's characteristics and contributions.

Ethical Standards of the Organization

Individual involvement is also influenced by a company's ethical principles.

Empowerment

Employees want to be a part of choices that impact their jobs. High-engagement workplace leaders create a trusting and demanding atmosphere in which workers are encouraged to challenge the status quo and contribute and innovate to drive the company forward.

Image

Employees' willingness to promote the products and services their business offers to consumers is mainly determined by their views of the quality of those items and services. High levels of staff engagement are intimately connected to high customer engagement levels.

Equality of Opportunity and Treatment

Employee engagement in remote work would be high if their employers (superiors) gave all workers similar chances for development and promotion.

Evaluation of achievement

A fair assessment of an employee's performance is an essential criteria for evaluating employee engagement in remote employment. Employee engagement will be strong in companies that use an acceptable performance assessment method (one that is transparent and non-biased).

Salaries and Benefits

Employees should be inspired to work in the organisation if the business has a fair pay structure. Employees should also be given with specific perks and compensations in order to increase their levels of engagement.

According to health and safety research, if a person does not feel safe while at work, their engagement levels are poor. As a result, every company should implement suitable procedures and systems to protect its workers' health and safety.

Happy at Work

Only a happy employee can become a motivated one. As a result, it is critical for a company to ensure that the task assigned to an employee aligns with his or her career objectives, allowing him to enjoy his or her work and eventually be happy with his or her position.

Communication

The open-door policy should be followed by the business. The usage of suitable communication channels in the organisation should allow for both upward and downstream collaboration. Employee engagement is likely to be strong if the employee has a voice in decision-making and the right to be heard by his employer.

Kindness with family

A person's work life is influenced by his family life. When an employee sees that the company cares about his family's well-being, he develops an emotional connection to the company, which leads to engagement. Workers will be engaged if the whole company works together to assist each other, i.e., if all employees and supervisors work effectively together.

Companies that want to boost employee engagement by allowing them to work from home concentrate on the following:

A foundation of leadership, vision, values, effective communication, a strategic plan, and employee-focused HR policies make up culture.

People-Centered Policies Must Be Reinforced Constantly: When senior management gives employees money and resources to do their jobs while also empowering them, there is constant

feedback.

Meaningful Metrics

They track the variables that are critical to the success of a company. Because people account for so much of an organization's success, such measurements will inevitably drive the organization's people-focused strategy and result in positive change.

Organizational Performance

It leads to high levels of trust, pride, happiness, accomplishment, and, believe it or not, enjoyment in the workplace.

STATEMENT OF THE PROBLEM:

Employee engagement during remote working has become a hot topic in last one year. Relatively little is known about how Employee engagement during remote work can be managed. Employee engagement during remote work refers to cooperation between its employees and organization where everyone works virtually to achieve goals of organization and satisfy the employees also. The engaged employees are more focused to company's profit instead of focusing on their own personal goals.

OBJECTIVES OF THE STUDY

1. To study the Employee engagement practices during remote work in Sumega technologies
2. To find out the influencing factors relating to Employee engagement during remote working.
3. To find out the employees' overall satisfaction levels in the remote work.

HYPOTHESIS

H₀ (Null Hypothesis): The factors coordination, compensation, career growth and the level of employee engagement have no significant influence on each other.

H₁ (Alternative Hypothesis): The factors coordination, compensation, career and the level of employee engagement have significant influence on each other.

NEED OF THE STUDY

Most businesses now recognise that engaged workers are important not just for the company's success, but also for employee loyalty and productivity. In this tough circumstance, most businesses have adopted a work-from-home policy. At the moment, the number of such workers is decreasing as more people work from home. However, in this tough circumstance, working from home is a challenge for both workers and businesses. As a result of this issue, businesses must use different employee engagement strategies to engage their workers in more sophisticated ways. As a result, there is a need to investigate the variables that influence employee engagement in organisations, and research like this aids organisations in developing policies to keep workers motivated.

SCOPE OF THE STUDY

The study's focus covers the many variables that influence workers' degree of engagement with the job they do while working remotely in a pandemic scenario. Employee involvement is influenced by a variety of variables, including education, organisational work schedules, departmental cooperation, state benefits, and job satisfaction. This research aims to discover and comprehend the variables that have the greatest impact on employee engagement, as well as to determine the level of employee engagement in Sumega technologies.

RESEARCH METHODOLOGY

Data Collection:

Primary Information

Data that is gathered for the first time is referred to as primary data. The questionnaire is used to gather primary data for this research.

Secondary Information

Secondary data is gathered from websites such as peoples matters, cite HR, HR. com, and a variety of other publications and books.

Sample:

A sample is a small segment of a bigger population that attempts to reflect its overall characteristics as accurately as possible. This is a tiny portion of the population chosen to represent its features.

Timeframe of the Research: The time limit is 20 days (approximately).

Design of the Sample:

- Number of people: 200
- Employees as a sample element
- Sample size: 121 samples
- Questionnaire as an example of media.

Simple random sampling was used as the sample technique.

LIMITATIONS OF THE STUDY

Some of the limitations of the study are as follows.

- Time is also a constraint for the study (20 days).
- During the project period, most of the staff members could not afford to give the full information.

CHAPTER-II

REVIEW OF LITERATURE

Goyal, Trivedi, Nandwani, Changulani, and Lokhandwala (2020) suggested that conducting weekly alignment sessions, team meet-ups, entire team gathers over video conference for lunch, short online game session, virtual challenges and competitions can help to increase employee engagement during remote working. Anand (2020) opined that the four tips which help the employees to be engaged during remote working, they are build solid communication channels like messaging platforms, video conferencing, and email, appreciation, recognition, and acknowledgment of employees. The result of Garg, Dar and Mishra (2017) revealed that there is a positive relationship between job satisfaction and job commitment. A more detailed analysis showed that employee job satisfaction leads to their engagement. Deal, Stawiski, and Gentry (2010) revealed that during tough times, your employees should be given additional benefit packages and fair and comparable pay structures to keep them engaged and motivated. There is a strong correlation on employee satisfaction and Engagement with employees who have positive relationships in the work place as explained by Glinkska-Newes, 2014. The researcher (Glinkska-Newes) found that employees with positive relationships with their workmates demonstrate higher performance, commitment and satisfaction.

Abu Khalifeh and Som in 2013 in a survey indicates that both upward communication and knowledge of the organizational changes are key factors in engagement. Policies and practices of an organization, especially those that promote flexibility in work-life arrangements, benefit Employee engagement as explained by Anita in 2014. The company they worked with instituted a policy that new hires are put through an extensive and intensive orientation and training program in which they set expectations for what the company will do for them as opined by Schneider, Macey and Barbera in 2009. Kahn (1990) suggests that Engagement at work is the harnessing of organizational members selves to their work roles. In employee engagement, people express themselves physically, cognitively, and emotionally during role performances. Khan in 2012 argued that engagement was a multidimensional construct, in which employees could be emotionally, cognitively or physically engaged. The more engaged an Employee was on each dimension, the higher is his/her overall personal engagement.

McCausland in 2000 opines Employee Engagement as intensively involving all employees in high-engagement cascades that create understanding, dialogue, feedback and accountability, empowering people to creatively align their subunits, teams and individual jobs with the major transformation of the whole organization. Harter, Schmidt & Hayes in 2002 described employee engagement as the individual's involvement and satisfaction with as well as enthusiasm for work. Harter, Schmidt & Hayes in 2003, referred Employee engagement as the level of commitment and involvement an employee has towards their organization and its values. An engaged employee is aware of business context, and he works with his colleagues to improve performance within the job for the benefit of the organization. The organization must work to develop and nurture engagement, which requires a two-way relationship between employer and employee. Rewards and recognition of both formal and informal varieties are Significant factors in employee engagement as explained by Anita, 2014. Organizations typically have financial rewards available to employees but research has shown that it is also vitally important to offer psychological rewards such as recognition and encouragement, or customer feedback on A frequent basis as well. Recognition and rewards increase job satisfaction and engagement as said by Hofmann's, Gaiter, & Paperman's, 2013.

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CHAPTER-III

COMPANY PROFILE AND INDUSTRY PROFILE

About Sumega

A team of young and dynamic computer professionals sowed the seed of Sumega Soft Solutions and turned it into a respected Information Technology (IT) company providing quality and cost-effective solutions to its clients. Sumega Soft offers IT solutions under one roof to its clients worldwide across a board range of platforms encompassing both current and emerging technologies.

They provide rising, flexible software and online solutions that help their clients run their businesses more efficiently. The company's integration and post-development assistance ensures that synchronisation and maintenance are simple and painless.

Sumega Technologies was founded in 1999 by a group of technocrats with experience in various area of information technology who wanted to establish a company that would provide the finest services in the industry to its customers.

Sumega Technologies not only assists our customers in implementing the most cutting-edge information technology methods, but also provides the most cost-effective staffing options for those in the IT industry.

Vision

Sumega Technologies' vision is to provide creative and cost-effective services to assist their customers accomplish their business goals in a timely manner by using recent technology methods. As a result, companies from many fields choose you as their chosen Global IT service provider.

Mission

Sumega Solutions' goal is straightforward:

"The firm is built on your needs. They try to make program work in unison with your company so that it may flourish. As your technology partner, they will develop with you as your business expands, thus they will work hand in hand with you to assist your success."

Sumega has been named one of the 100 Best Number Of corporate for 2014 by Corporate Responsibility Magazine.

Sumega was rated 38th on the list based on its performance in seven important categories of corporate responsibility. In regard to human rights and employment policies, the business came out on top. Sumega has been featured in the magazine's list of major U.S. businesses' corporate responsibility performance for the sixth time. (April of this year). Sumega Technologies is ranked #46 on the 2014 Variety Top 50 Companies list.

Sumega Technologies has been named to the Diversity NC Top 50 Companies for Diversity for the eighth year in a row. Sumega Technologies was rated 46th out of almost 1,300 businesses that submitted for the award in 2014. Given that participation rose by 30% from 2013 to 2014, this is a major accomplishment. Only 4% of the businesses who submitted for the 2014 list were chosen. Sumega Technologies was honoured for its outstanding leadership and talent-development efforts, as well as a strong commitment to community giving. Sumega Technologies was ranked 42nd in 2013. (April of this year)

Sumega Technologies' staff is well-versed in all of their main business divisions. Their goal is to provide a casual, client-focused, and professional approach to meet the growing interest in human resources inside companies while ensuring that clients get first-rate support as they implement the company's solutions.

Services: -

Consulting Services

Sumega Technologies offers hundreds of skilled technological consultants, as well as strategic vision, management, and recruitment infrastructure. The need for IT talent in Fortune 1000 and mid-market companies is fluctuating. On a daily basis, systems development, network design, and communications standards change. Furthermore, in an uncertain economy, finding competent experts to fulfil deadlines becomes even more challenging.

Client Demand Forecasting

Sumega Technologies' rigorous recruitment and screening procedure is the first step in finding the consultants your company need. We keep an eye on IT sector developments in order to anticipate customer need for consultants with particular technical skills. Sumega Technologies is always on the lookout for individuals that have commercial experience in addition to their technical skills. Our consultants are all engineers with at least three years of relevant professional experience. We are able to fulfil even the most severe needs of our customers by keeping a broad talent pool that follows industry trends. This also allows us to meet your needs without having to wait for lengthy periods of time.

We continuously monitor project developments and consultant activities in addition to planned status meetings, allowing us to swiftly react to any micro or macro changes within your business.

Management of Consultants

There are a number of consultant management methods that may be used to guarantee that your business receives the best quality services possible. We may provide consultants with pay incentives depending on their participation to particular project objectives and milestones. We undertake frequent and ad hoc staff assessments, comparing current status to performance goals and client-suggested benchmarks. We undertake regular and ad hoc employee evaluations, comparing actual performance to performance goals and personnel benchmarks set by customers. Customer satisfaction questionnaires are encouraged to ensure that the SVAM consultant fulfils your expectations.

Out Sourcing

Businesses across sectors are recognising the strategic benefits of BPO (BPO). Outsourcing “non-core” operations to obtain a competitive edge is now a must for every company. Finally, BPO services free up time and resources for your main company. To succeed, you need a partner that is dedicated to quality, customer service, communication, and transparency. This is a successful approach for transferring business processes from your team to our team. But we don't just perform procedures. We also optimise them, using our team's business and technological skills to save waste and costs. Working with may help you save expenses without sacrificing quality. We may even enhance it. Every customer has complete insight into what we're doing and how. Maintains daily and weekly progress updates, weekly teleconferences with your dedicated staff, and instant messaging. The idea is to keep you updated at all times. This degree of openness ensures that we deliver on time and meet or exceed your business needs.

Software Design

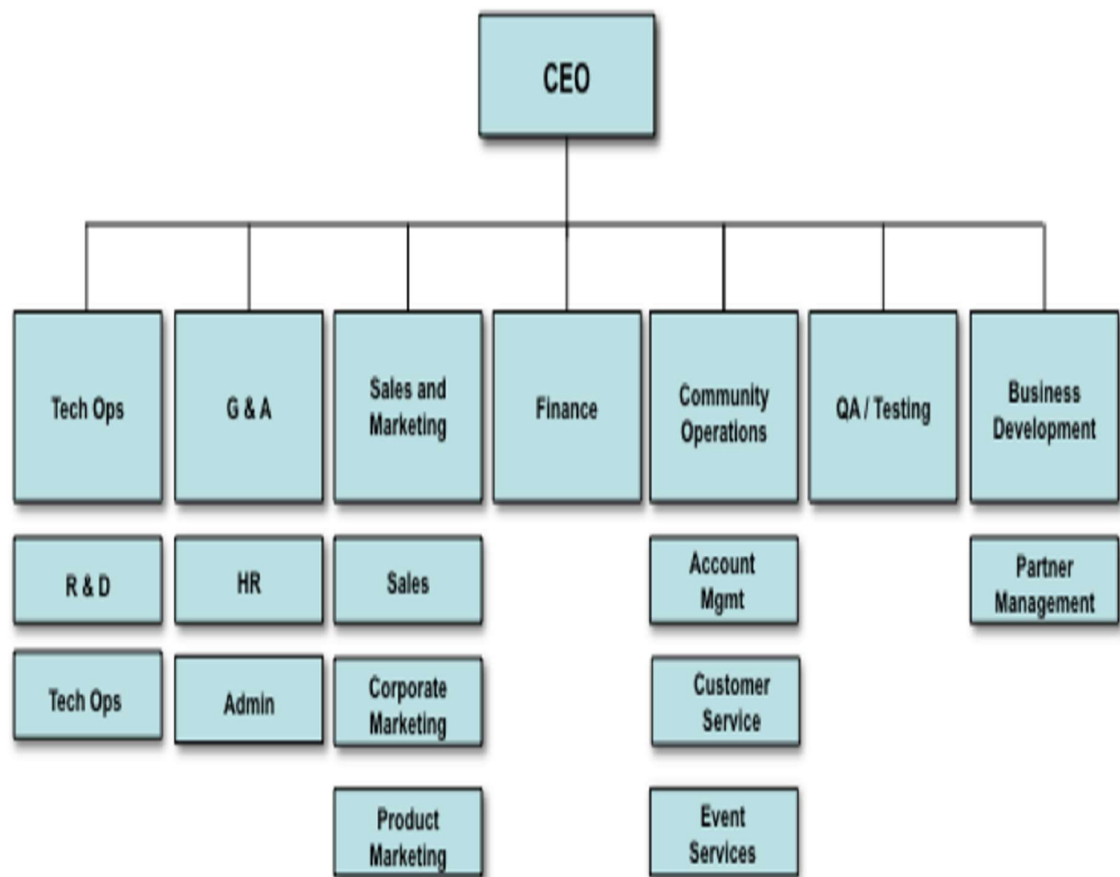
Sumega Soft Solutions offers IT solutions that increase client profitability. Sumega Soft specialises in Information Technology Solutions, combining decades of expertise and a wide range of talents. Sumega Soft Solutions is a renowned Information Technology (IT) business offering quality and cost-effective solutions to its customers. Sumega Soft provides global customers with integrated IT solutions based on both current and upcoming technology. We provide high-quality, scalable software and online solutions that help our clients grow their businesses.

Our integration and post-development assistance ensures smooth synchronisation. Our staff is well-versed in our main business divisions. We serve a broad range of customers. It uses cutting-edge technology to offer customers with quick, accurate, and secure transcription. We can offer excellent service to our customers using these technologies. We provide innovative methods to improve efficiency and speed inside the business, as well as among its suppliers, partners, and consumers.

Training Services

In addition to its creative in-house course offerings, Sumega Tech's outstanding training record. Working as partners in progress with our clients sets us unique. Our course creation capabilities allows us to fulfil particular training requirements. The courses are designed specifically for each customer and business. Sumega Tech works directly with the client from pre-process through floor training, as well as extra training and on-site update training.

ORGANIZATION STRUCTURE



INDUSTRY PROFILE

Introduction

The Indian global sourcing market continues to expand faster than the IT-BPM sector. In 2019-20, India will account for about 55% of the US\$ 200-250 billion global services sourcing industry.

In 2020, the IT sector contributed 8% of India's GDP. In FY21, Indian IT exports are projected to grow by 1.9% to US\$ 150 billion. 138,000 new jobs in IT in 2020. The fast digitalization and the IT sector's timely shift to remote working settings helped keep the business growing despite the coronavirus epidemic, according to STPI (Software Technology Park of India).

GROWTH MAR

In FY21, the IT & BPM sector is expected to generate sales of \$194 billion, up 2.3% YoY. In FY21, the IT sector is expected to generate \$45 billion domestically and \$150 billion internationally. According to Gartner, IT expenditure in India will hit 93 billion dollars in 2021 (up 7.3% YoY) and 98.5 billion dollars in 2022. In FY21, BPM employed >1.4 million individuals in India, whereas IT and BPM employed >4.5 million.

By 2025, the Indian software sector will be worth \$100 billion. Indian businesses are investing globally to grow their worldwide presence and improve global delivery centres. A year later in February 2021, Tata Consultancy Services announced the hiring of 1,500 IT professionals throughout the UK. TCS would gain capability to effectively deliver to UK clients.

In FY20, the data annotation market in India was valued at \$250 million, with the US market accounting for 60% of it. Domestic demand for AI is projected to drive the industry to \$7 billion by 2030.

Invest/ Develop

Major nations have invested much in Indian IT because of its fundamental capabilities. Between April 2000 and March 2021, India's computer software and hardware industry received 71.05 billion dollars in FDI. Based on DPI statistics, the industry ranked 2nd in FDI inflows (DPIIT). In FY21, computer software and hardware accounted for 44% of total FDI inflows of US\$ 81.72 billion.

Breakthrough Indian IT companies like Infosys, Wipro, TCS, and Tech Mahindra are utilising innovation hubs and R&D centres to distinguish their services and showcase leading concepts in blockchain and artificial intelligence to customers.

Here are some significant advancements in the Indian IT and IT sector:

- TCS will assist Royal London, the UK's biggest mutual life insurance, pensions and investment business, modernise its pension platform estate and provide market-leading services to members and consumers in July 2021.

This partnership will enable Tata Technologies to offer sophisticated additive manufacturing technologies to the Indian industrial environment.

After that, in July 2021, Tech Mahindra Foundation and Wipro GE Healthcare will join forces to train students and healthcare technicians.

A multi-year deal with Fiskars Group, which includes lifestyle brands such as Gerber, Iittala, Royal Copenhagen, Waterford and Wedgwood, was announced in July 2021.

For large-scale development requirements of dispersed teams, TCS' Enterprise Agile on-the-cloud services, planning and delivery platform Jile 5.0 will be released in July 2021.

- In June 2021, Federal Bank will extend its strategic partnership with Oracle and Infosys to provide better customer experience through Oracle CX platform.

Infosys will work with Arch Rock, Inc., a major US supplier of natural gas compression services, to integrate digital technology and mobile solutions for field service personnel in June 2021.

- In June 2021, Tata Consultancy Services (TCS) will extend its 17-year relationship with Virgin Atlantic to enable it 'recover and flourish'.
- In June 2021, Wipro announced that it has joined the World Economic Forum's 'Partnership for New Work Standards' initiative to establish a healthy, resilient, and equitable future of work.

Government Initiatives

Among the main government efforts to boost IT and the IT industry in India are:

- The Ministry of Heavy Industries and Public Enterprises established six technological innovation platforms on July 2, 2021.
- In July 2021, the Arun Jaitley National Institute of Financial Management (AJNIFM) and Microsoft will form a strategic partnership to build an AI and emerging technologies Centre of Excellence.

To promote research and innovation via data exchange, the Indian government announced intentions to establish Biotech-PRIDE in June 2021.

- In May 2021, MyGov, India's citizen engagement platform, announced an innovation competition with the Department of Higher Education to develop an Indian language learning app.

It also introduced three new technologies: Automatic Parallelizing Compiler (CAPC), Cyber Security Operation Centre (CSoC) as a Service, and C-indigenous DAC's High-Performance Computing software solutions—Parallel Development Environment—in April 2021. (ParaDE).

- The government committed Rs 53,108 crore (US\$ 7.31 billion) to IT and communications in Budget 2021.

An MoU was signed by the Indian Department of Telecom and the Japanese Ministry of Communications on 5G technology, telecom security, and submarine optical fibre cable systems. • In 2020, the government published “Simplified Other Service Provider” (OSP) rules to make doing business in IT, BPO, and IT-enabled services easier.

Ahead:

India is the world's #1 IT offshore location. Emerging technologies now provide a whole new range of possibilities for leading IT companies in India. The sector is projected to reach US\$ 350 billion by 2025, with BPM accounting for 50-55 billion of that amount.

India has the world's biggest qualified talent pool of technical graduates. The Indian IT sector is expected to generate US\$ 194 billion in sales in FY21, up 2.3 percent YoY, according to NASSCOM. The private sector's biggest employer. According to Gartner, IT expenditure in India will hit 93 billion dollars in 2021 (up 7.3% YoY) and 98.5 billion dollars in 2022. It is predicted that worldwide hyper-scale data centre expenditures would reach US\$ 200 billion yearly by 2025. India is projected to acquire a major portion of the global industry by 2025, with yearly investment reaching \$5 billion. The government committed Rs 53,108 crore (US\$ 7.31 billion) to IT and communications in Budget 2021. In 2020, the IT sector contributed 8% of India's GDP. In FY21, Indian IT exports are projected to grow by 1.9% to US\$ 150 billion. 138,000 new jobs in IT in 2020. The fast digitalization and the IT sector's timely shift to remote working settings helped keep the business growing despite the coronavirus epidemic, according to STPI (Software Technology Park of India).

In FY21, the IT & BPM sector is expected to generate sales of \$194 billion, up 2.3% YoY. In FY21, the IT sector is expected to generate \$45 billion domestically and \$150 billion internationally. According to NITI Aayog, AI would increase India's yearly growth rate by 1.3 percent by 2035. A significant boost in AI by Indian companies may result in a 2.5% instant increase in India's GDP.

NASSCOM Future Skills and Microsoft will start a national AI skilling programme in September 2020 to educate one million students by 2021. Between April 2000 and March 2021, India's computer software and hardware industry received 71.05 billion dollars in FDI.

Based on DPI statistics, the industry ranked 2nd in FDI inflows (DPIIT). A \$7.5 billion PE investment in the industry by 2020. In 2020, IT & BPM accounted for 71% of all VC investments with 380 transactions. This is due to the COVID-19 epidemic. The Indian government has extended tax vacations to the IT industry for STPIs and SEZs (SEZs). In February 2020, there were 421 authorised SEZs, 276 in IT & BPM and 145 in exporting.

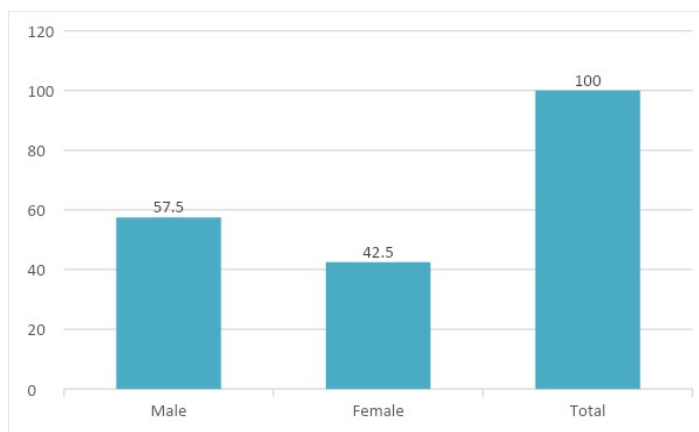
CHAPTER-IV
DATA ANALYSIS AND INTERPRETATION

1. Gender wise classification in the organization

Table No: 4.1.1 Tabular representation of gender wise classification in the organization.

Particulars	No of respondents	Percentage (%)
Male	69	57.5
Female	52	42.5
Total	121	100

Figure No: 4.1.1. Graphical representation of gender wise classification



Interpretation:

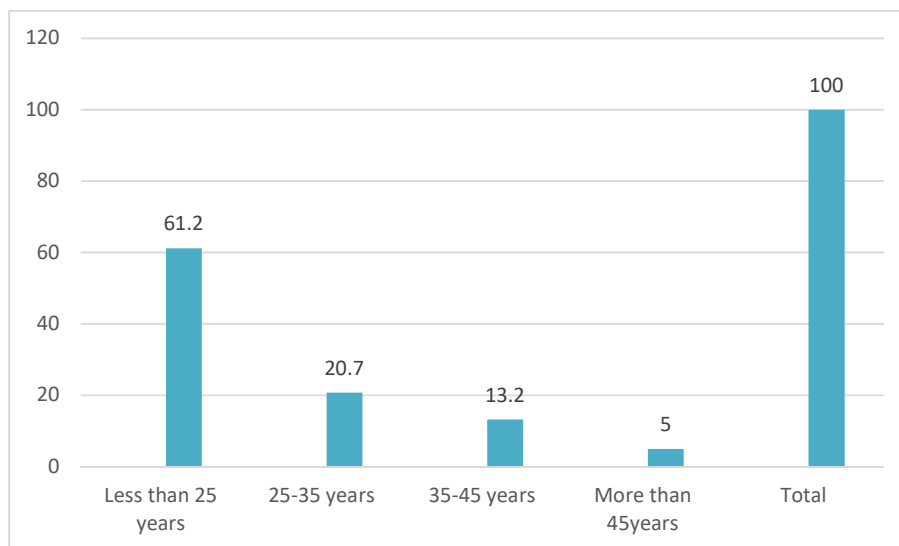
As per the analysis 57.5% of the respondents are male and 42.5% are female.

2. Age wise classification

Table No: 4.1.2 Tabular representation of age wise classification

Particulars	No of respondents	Percentage (%)
Less than 25 years	74	61.2
25-35 years	25	20.7
35-45 years	16	13.2
More than 45years	6	5
Total	121	100

Figure No: 4.1.2. Graphical representation of age wise classification



Interpretation:

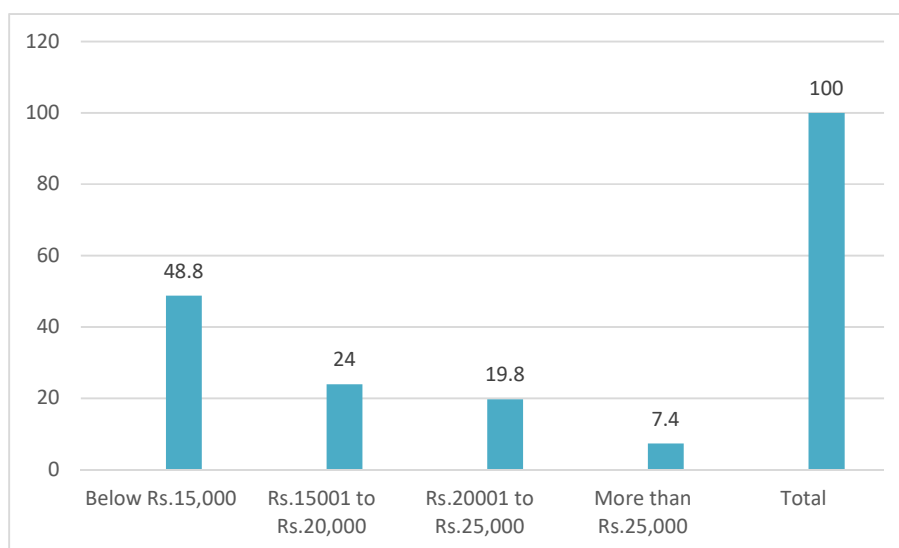
As per the analysis, 61.2% of the respondents are less than 25 years, 20.7% of the respondents are 25-35 years, 13.2% of the respondents are 35-45 years, 5% of the respondents are more than 45-50 years.

3. Income wise classification

Table No: 4.1.3 Tabular representation of income wise classification

Particulars	No of respondents	Percentage (%)
Below Rs.15,000	59	48.8
Rs.15001 to Rs.20,000	29	24
Rs.20001 to Rs.25,000	24	19.8
More than Rs.25,000	9	7.4
Total	121	100

Figure No: 4.1.3. Graphical representation of income wise classification



Interpretation:

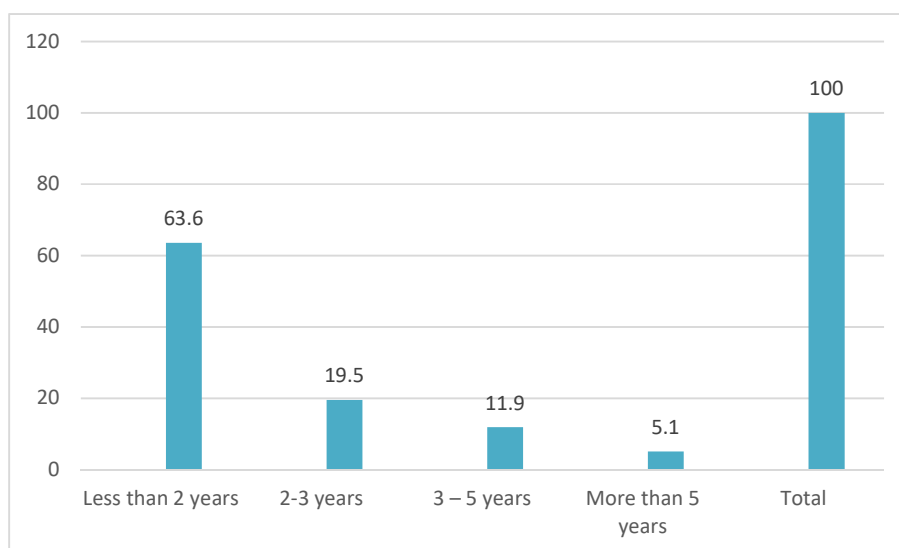
As per the analysis, 48.8% of the respondents earn less than below Rs.15000, 24% of and 7.4% of the respondents earn more than Rs.25000.

4. Experience wise classification

Table No: 4.1.4 Tabular representation of experience wise classification

Particulars	No. of respondents	Percentage (%)
Less than 2 years	76	63.6
2-3 years	25	19.5
3 – 5 years	14	11.9
More than 5 years	6	5.1
Total	121	100

Figure No: 4.1.4 Graphical representation of experience wise classification



Interpretation:

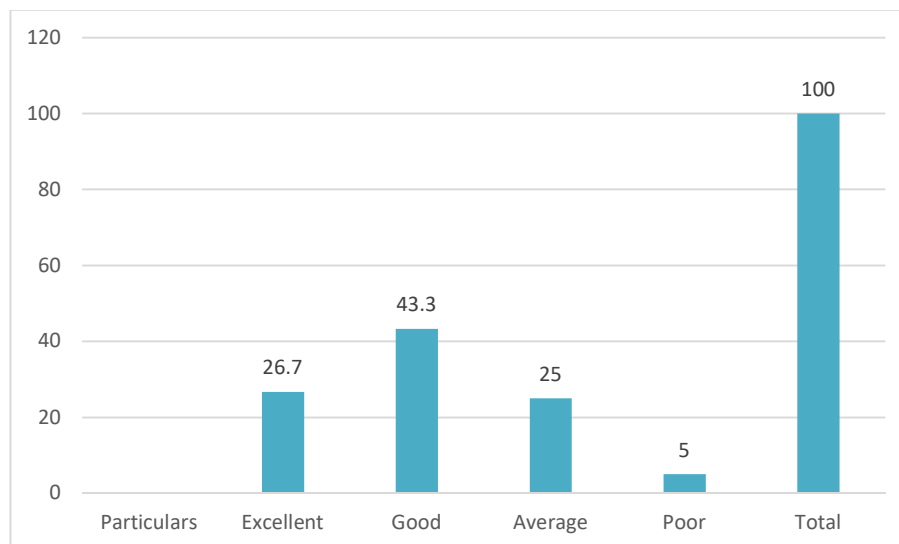
As per the analysis, 63.6% of the respondents have less than two years' experience, 19.5% of the respondents have two-three years, 11.9% of the respondents have three-five years and 5.1% of the respondents have experience more than five years.

5. Training programs provided by the company during remote working

Table No: 4.1.5 Tabular representation of training programs provided by the company during remote working

Particulars	No. of respondents	Percentage (%)
Excellent	32	26.7
Good	53	43.3
Average	30	25
Poor	6	5
Total	121	100

Figure No: 4.1.5 Graphical representation of training programs provided by the company during remote working



Interpretation:

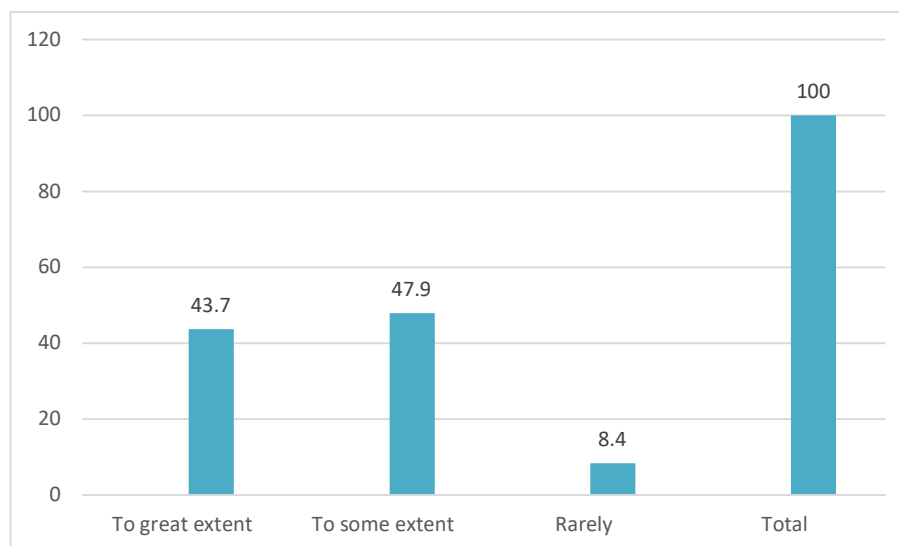
As per the analysis, 26.7% of the respondents felt that the training provided by the company is excellent, 43.3% of the respondents felt good, 25% of the respondents felt average and 5% of the respondents felt poor.

6. Training programs helps the employees to acquire the necessary skills

Table No: 4.1.6 Tabular representation of training programs helps the employees to acquire the necessary skills

Particulars	No. of respondents	Percentage (%)
To great extent	52	43.7
To some extent	59	47.9
Rarely	10	8.4
Total	121	100

Figure No: 4.1.6 Graphical representation of training programs helps the employees to acquire the necessary skills



Interpretation:

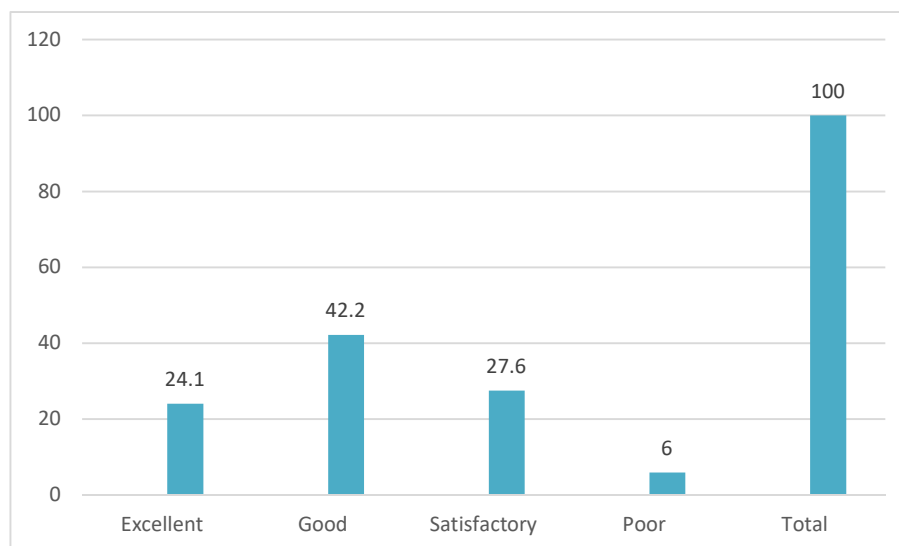
As per analysis 43.7% of the respondents felt that the training programs help an employee to great extent, 47.9% of the respondents felt to some extent and 8.4% of the respondents felt the training programs helps rarely.

7. Work timings of the organization during remote working

Table No: 4.1.7 Tabular representation of work timings of the organization during remote working

Particulars	No. of respondents	Percentage (%)
Excellent	29	24.1
Good	51	42.2
Satisfactory	33	27.6
Poor	8	6
Total	121	100

Figure no: 4.1.7 Graphical representation of work timings of the organization during remote working



Interpretation:

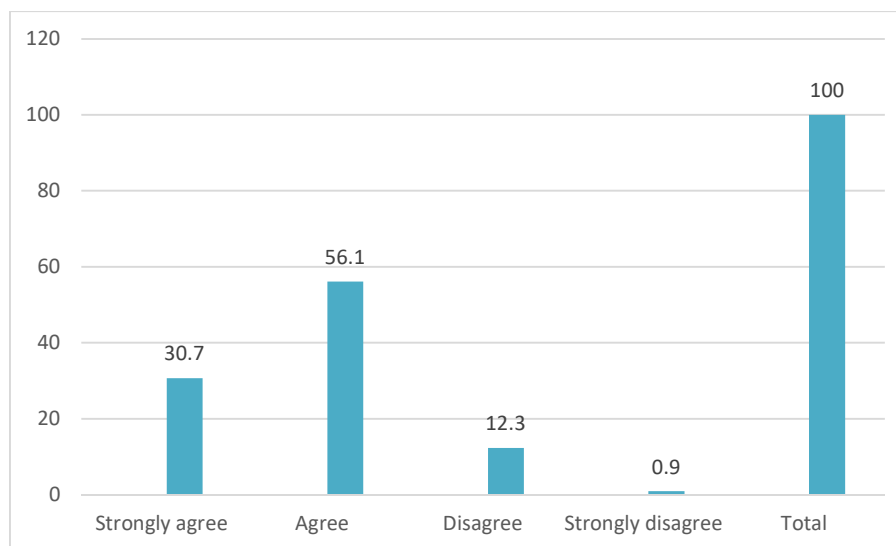
As per analysis 24.1% of the respondents felt excellent about work timings of the organization, 42.2% of the respondents felt good, and 27.6% of the respondents felt satisfactory and 6% of the respondents felt poor.

8. Organization provides opportunity for career growth during remote working

Table No: 4.1.8 Tabular representation of organization provides opportunity for career growth during remote working

Particulars	No. of respondents	Percentage (%)
Strongly agree	37	30.7
Agree	67	56.1
Disagree	16	12.3
Strongly disagree	1	0.9
Total	121	100

Figure No: 4.1.8 Graphical representation of organization provides opportunity for career growth during remote working



Interpretation:

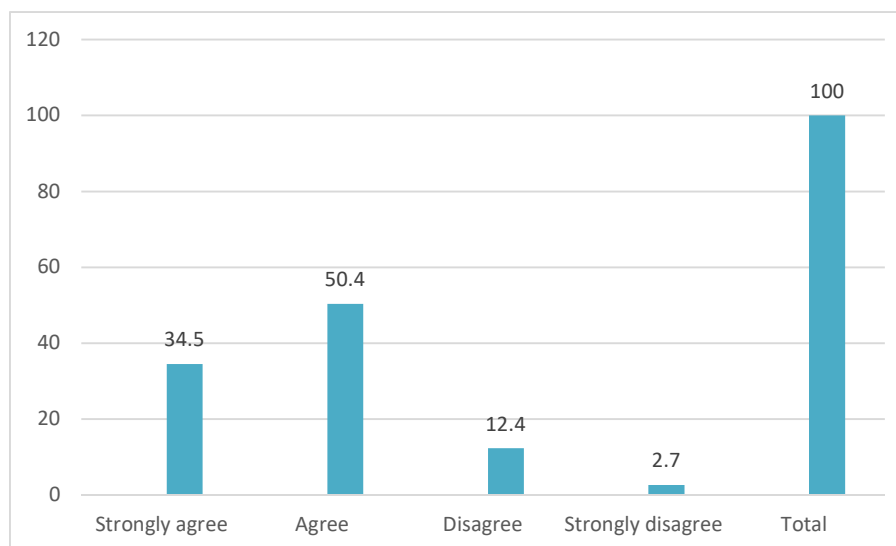
As per analysis 30.7% of the respondents strongly agree that the organization provides opportunity for career growth, 56.1% of the respondents agree, 12.3% of the respondents disagree and 0.9% of the respondents strongly disagree.

9. Organization gives freedom to use skills during work from home

Table No: 4.1.9 Tabular representation of organization gives freedom to use skills during work from home

Particulars	No. of respondents	Percentage (%)
Strongly agree	39	34.5
Agree	57	50.4
Disagree	14	12.4
Strongly disagree	3	2.7
Total	121	100

Figure No: 4.1.9 Graphical representation of organization gives freedom to use skills during work from home



Interpretation:

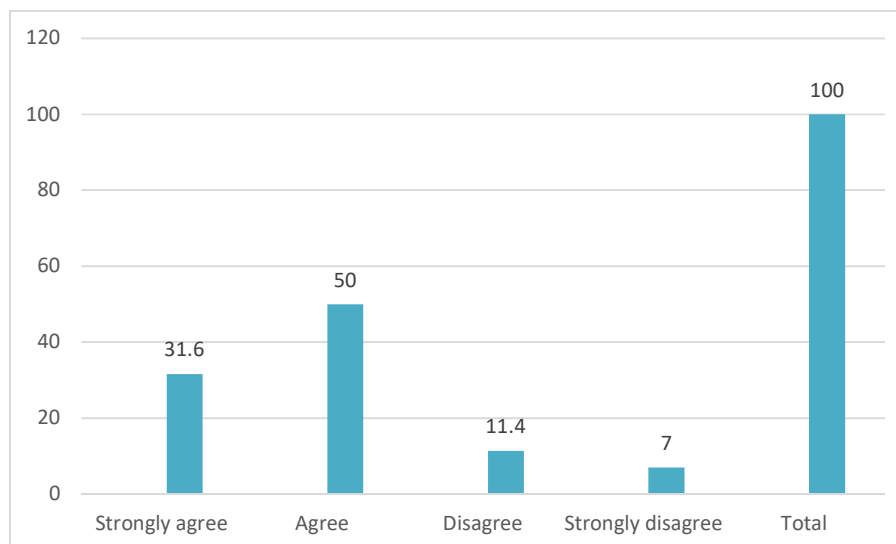
As per the analysis, 34.5% of the respondents strongly agree that the organization is giving freedom to use their skills, 50.4% of the respondents agree, 12.4% of the respondents disagree group and 2.7% of the respondent strongly disagree.

10. Co-ordination among departments is good during remote working

Table No: 4.1.10 Tabular representation Co-ordination among departments is good during remote working

Particulars	No. of respondents	Percentage (%)
Strongly agree	39	31.6
Agree	59	50
Disagree	14	11.4
Strongly disagree	9	7
Total	121	100

Figure No: 4.1.10 Graphical representation Co-ordination among departments is good during remote working



Interpretation:

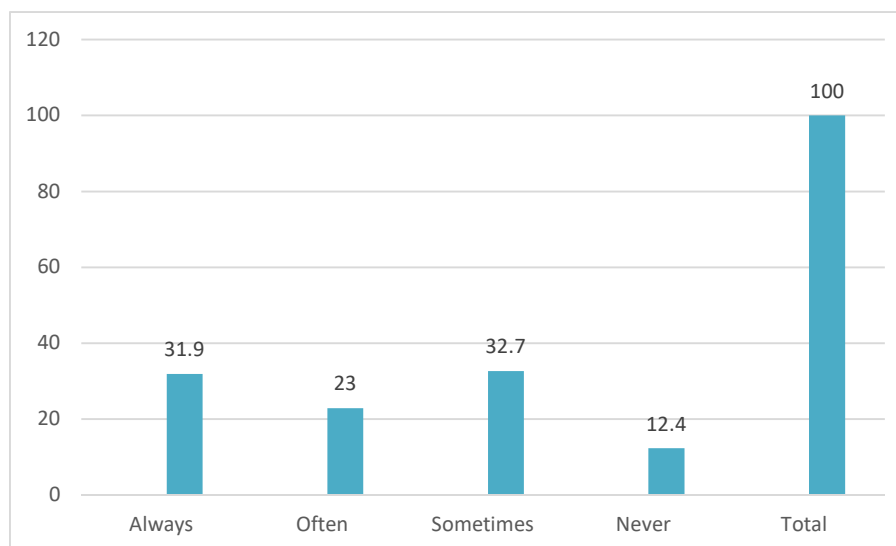
As per analysis 31.6% of the respondents strongly agree that the co-ordination among departments is good, 50% of the respondents agree, 11.4% of the respondents disagree, 7% of the respondents strongly disagree.

11. Work is stressful during remote working

Table No: 4.1.11 Tabular representation of work is stressful during remote working

Particulars	No. of respondents	Percentage (%)
Always	39	31.9
Often	30	23
Sometimes	38	32.7
Never	14	12.4
Total	121	100

Figure No: 4.1.11 Graphical representation of work is stressful during remote working

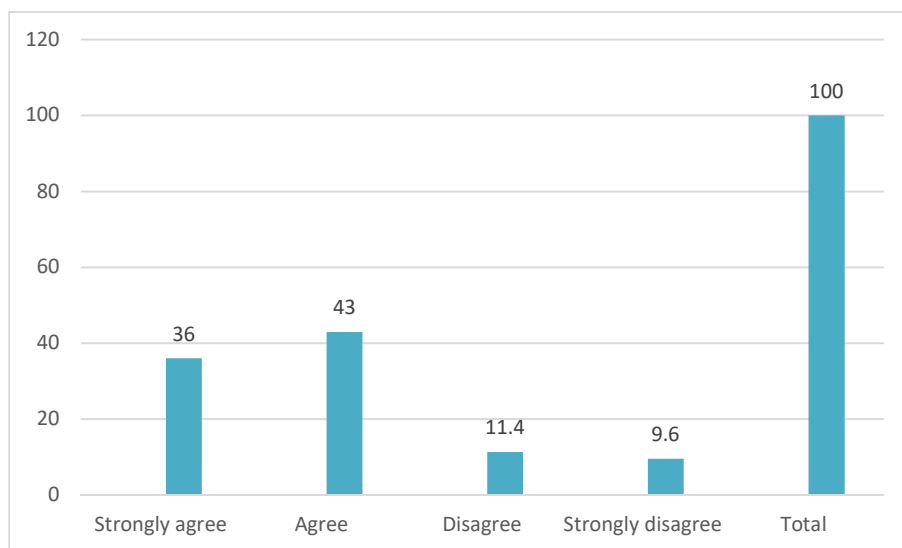


Interpretation:

As per the analysis, 31.9% of the respondents always feel stress in their work, 23% of the respondents often, 32.7% of the respondents sometimes finding stress in their work and 12.4% of the respondents never feeling stress.

12. Employees are given adequate and fair compensation**Table No: 4.1.12** Tabular representation of employees are given adequate and fair compensation

Particulars	No. of respondents	Percentage (%)
Strongly agree	43	36
Agree	52	43
Disagree	15	11.4
Strongly disagree	11	9.6
Total	121	100

Figure No: 4.1.12 Graphical representation of employees are given adequate and fair compensation**Interpretation:**

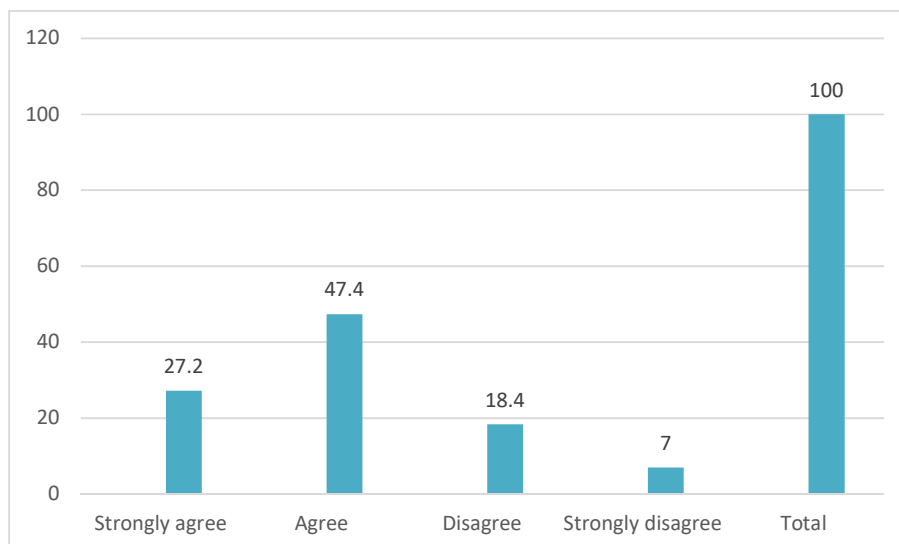
As per the analysis, 36% of the respondents strongly agree, 43% of the respondents agree, 11.4% of the respondents disagree and 9.6% of the respondents strongly disagree.

13. Rewards are linked to performance in the organization during remote working

Table No: 4.1.13 Tabular representation of rewards are linked to performance in the organization during remote working

Particulars	No. of respondents	Percentage (%)
Strongly agree	33	27.2
Agree	56	47.4
Disagree	22	18.4
Strongly disagree	9	7
Total	121	100

Figure No: 4.1.13 Graphical representation of rewards are linked to performance in the organization during remote working



Interpretation:

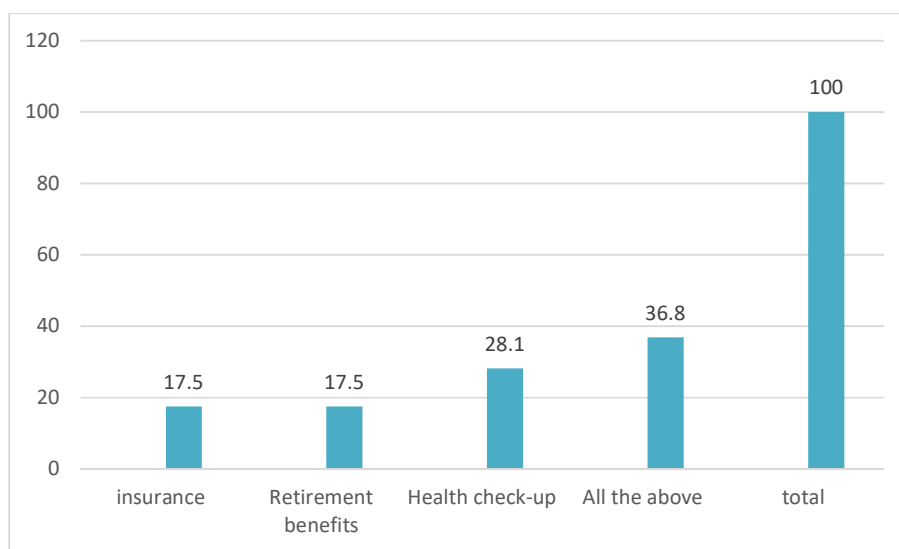
As per the analysis, 27.2% of the respondents strongly agree that the organization does a good job linking rewards to job performance, 47.4% of the respondents agree, 18.4% of the respondents disagree and 7% of the respondents strongly disagree.

14. Fringe benefits provided to the employees during remote working

Table No: 4.1.14 Tabular representation of fringe benefits provided to the employees during remote working

Particulars	No of respondents	Percentage (%)
insurance	21	17.5
Retirement benefits	21	17.5
Health check-up	33	28.1
All the above	46	36.8
total	121	100

Figure no:4.1.14 Graphical representation of fringe benefits provided to the employees during remote working

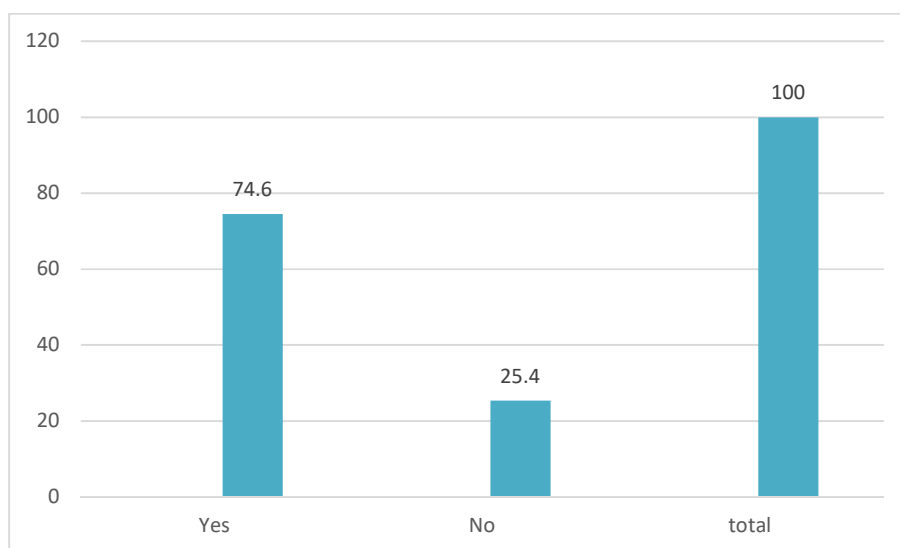


Interpretation:

As per the analysis, 17.5% of the respondents said that they were provided with insurance benefits, 17.5% of the respondents were provided with retirement benefits, 28.1% of the respondents were provided with health check -up and 36.8% of the respondents said that they were provided with all the benefits.

15. Social security benefits provided by the organization during remote working**Table No: 4.1.15** Tabular representation of social security benefits provided by the organization during remote working

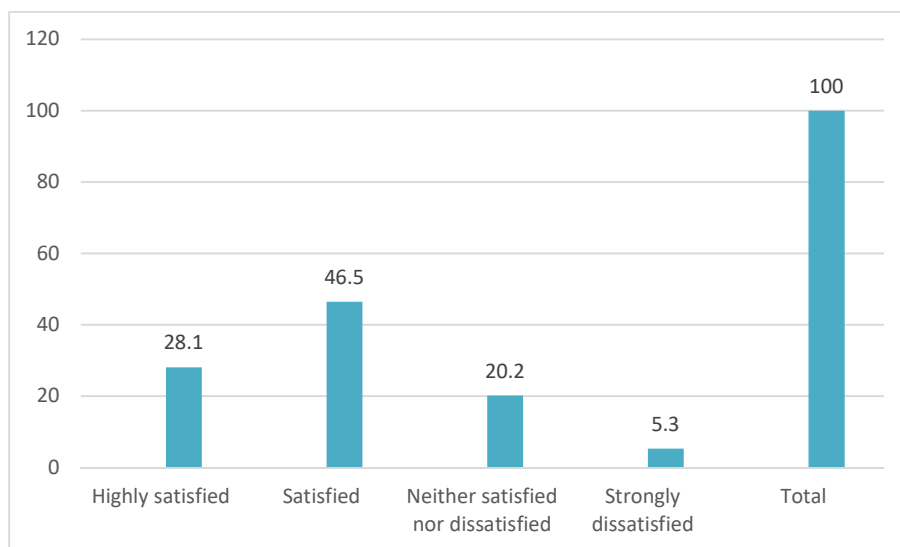
Particulars	No of respondents	Percentage (%)
Yes	89	74.6
No	32	25.4
total	121	100

Figure no: 4.1.15 Graphical representation of social security benefits provided by the organization during remote working**Interpretation:**

As per the analysis, 74.6% of the respondents said that they were provided with social security benefits and 25.4% of the respondents said that they were not provided with social security benefits.

16. Performance appraisal system during remote working**Table No: 4.1.16** Tabular representation of performance appraisal system during remote working

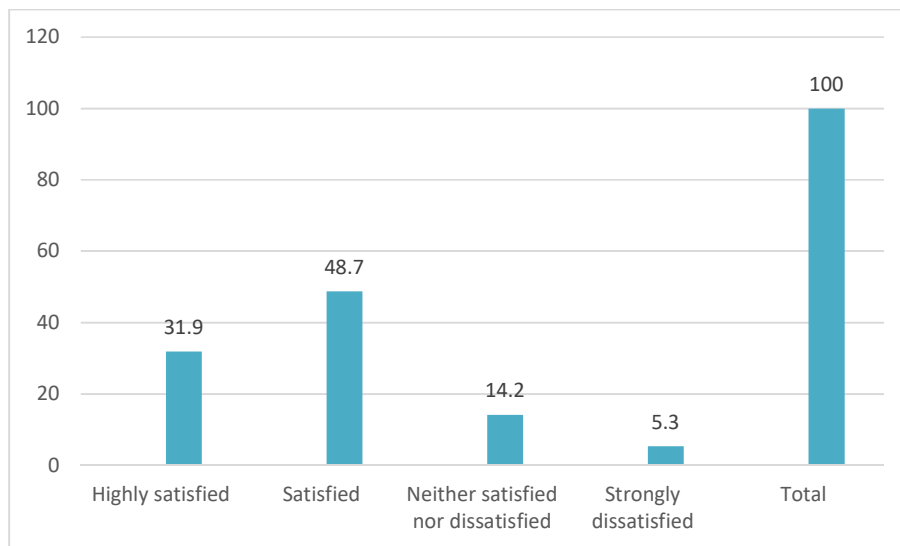
Particulars	No of respondents	Percentage (%)
Highly satisfied	34	28.1
Satisfied	55	46.5
Neither satisfied nor dissatisfied	25	20.2
Strongly dissatisfied	7	5.3
Total	121	100

Figure no: 4.1.16 Graphical representation of performance appraisal system during remote working**Interpretation:**

28.1% of the respondents said that they were highly satisfied ,46.5% of the respondents were satisfied,20.2% of the respondents were neither satisfied nor dissatisfied and 5.3% of the them were strongly dissatisfied with the performance appraisal during remote working.

17. Overall job satisfaction level during remote working**Table No:4.1.17** Tabular representation of overall job satisfaction level during remote working

Particulars	No of respondents	Percentage (%)
Highly satisfied	39	31.9
Satisfied	56	48.7
Neither satisfied nor dissatisfied	17	14.2
Strongly dissatisfied	8	5.3
Total	121	100

Figure no: 4.1.17 Graphical representation of overall job satisfaction level during remote working**Interpretation:**

As per the analysis, 31.9% of the respondents said that they were highly satisfied, 48.7% of the respondents were satisfied, 14.2% of the respondents were neither satisfied nor dissatisfied and 5.3% of the them were strongly dissatisfied with the performance appraisal during remote working.

CHI SQUARE TEST:

To find out the influence of factors and employee engagement on each other during remote working.

Hypothesis:

H₀ (Null Hypothesis): The factors and the level of employee engagement have no significant influence on each other.

H₁(Alternative Hypothesis): The factors and level of employee engagement have significant influence on each other.

TABLE NO: 4.1.18

particulars	Strongly agree	agree	disagree	Strongly disagree	Row totals
Career growth	37	67	16	1	121
Coordination	39	59	14	9	121
compensation	43	52	15	11	121
Column total	119	178	45	21	363

The chi square statistic is 12.592. The p value is >0. 10506. The result is significant at $p < 0.1$ and $p < 0.05$

Hence accept alternative hypothesis i.e., there is a significant influence of factors (career growth, coordination, compensation) and the employee engagement on each other.

REGRESSION:**1.Training programs provided by the company during remote work.**

Regression	Multiple R	R square	P value
Statistics	0.99	0.99	0.611

Multiple R (correlation coefficient) value is 0.99, it means there is a partial relationship between training provided by the company and the employee engagement.

2.Work timings of the organization during remote working.

Regression	Multiple R	R square	P value
Statistics	0.99	0.99	0.540

Multiple R (correlation coefficient) value is 0.99, it means there is a partial relationship between work timings of an organization and the employee engagement during remote working.

3.Organization provides opportunity for career growth during remote working

Regression	Multiple R	R square	P value
Statistics	1	1	0.029

Multiple R (correlation coefficient) value is 1, it means there is a perfect positive relationship between career growth opportunities provided by the company and the employee engagement during remote working.

4.Coordination among departments is good during remote working

Regression	Multiple R	R square	P value
Statistics	1	1	0.541

Multiple R (correlation coefficient) value is 1, it means there is a perfect positive relationship between coordination among the departments and the employee engagement.

5.Employees are given adequate and fair compensation

Regression	Multiple R	R square	P value
Statistics	0.99	0.99	0.231

Multiple R (correlation coefficient) value is 0.99, it means there is a partial relationship between compensation policies implemented by the company and the employee engagement.

6.What is the overall job satisfaction level during remote working?

Regression	Multiple R	R square	P value
Statistics	0.99	0.99	0.718

Multiple R (correlation coefficient) value is 0.99, it means there is a partial relationship between job satisfaction level and the employee engagement during remote working.

CHAPTER-V

FINDINGS

- 24.6% of workers were very pleased with the organization's work timings, whereas 27.6% of employees reacted neutrally to the organization's work timings, according to the above analysis on the research of employee engagement during remote work in sumega technologies.
- 30.7 percent of respondents strongly agree that their company offers opportunities for career advancement, and 56.1 percent believe that their organisation offered opportunities for career advancement while working remotely.
- While 27.2 percent of workers agreed that incentives are related to performance, 18.4 percent disagreed that prizes are linked to performance while working remotely.
- 36% of workers strongly agreed that they were paid enough and fairly in the company when they worked remotely.
- Around 31.9 percent of workers have experienced stress when working remotely at least once, and 23 percent have experienced stress often while working remotely.
- According to the study, 36.8% of workers were very pleased with the company's fringe perks when they worked from home.

SUGGESTIONS

- The company has to offer workers with flexible work hours while remote working, according to the above research on employee engagement during remote work.
- Employees are most pleased with the organization's career development possibilities; therefore, the business may continue in this direction.
- There is a need to improve the organization's ability to connect incentives to performance.
- The majority of workers agreed that they were paid appropriately and fairly. As a result, the company's compensation policy may remain unchanged.
- Management should use specific methods to help workers cope with work-related stress when working from home.
- During remote working, the company may maintain the same policy of offering fringe benefits to workers.

CONCLUSION

According to a Sumega Technologies study on employee engagement during remote work, a number of factors influence employee engagement when working from home, both positively and negatively. The corporation's work hours, social insurance policies during the epidemic, corporate training given while remote working, and remunerations all impacted certain workers favorably, making them feel happy with their employment and boosting employee engagement in the business. Employees are genuinely appreciative of the company's productivity because they are pleased with the facilities and support they get. Several employees, however, were found to be inactive, and when questioned, they often equivocated. There were a few employees who, although not having any problems, responded in a visionary way; that is, their answer was inspired by their idea and imagination and was full of dreams that looked excellent and remarkable.

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APPENDIX**QUESTIONNAIRE**

1. Gender:

- a) male
- b) Female

2. Age:

3. Monthly income:

- a) Below 15000
- b) 15001-20000
- c) 20001-25000
- d) More than 25000

4. How long have you been working for Sumega technologies?

- a) Less than 2years
- b) 2-3years
- c) 3-5years
- d) more than 5years

5. How do you feel about training programs provided by the company?

- a) Excellent
- b) Good
- c) Average
- d) Poor

6. How far training programs help an employee to achieve require skill for performing job efficiently during remote working?

- a) Great extent
- b) To some extent
- c) Rarely

7. How do you feel about work timings of the organization during working from home?

- a) Excellent
- b) Good
- c) Satisfactory
- d) Poor

- 8 .Do you think the training programs helps in improving the relationship among employees?
- a) Yes
 - b) No
9. Do you agree that organization provides an opportunity for career growth?
- a) Strongly agree
 - b) Agree
 - c) Disagree
 - d) Strongly disagree
10. Does the organization give you freedom to use your skills?
- a) Strongly agree
 - b) Agree
 - c) Disagree
 - d) Strongly disagree
11. Is the coordination among the departments is good?
- a) Strongly agree
 - b) Agree
 - c) Disagree
 - d) Strongly disagree
12. How often do you find your work stressful during remote working?
- a) Always
 - b) Sometimes
 - c) Often
13. Do you feel that you are given adequate and fair compensation for the work you do?
- a) Strongly agree
 - b) Agree
 - c) Disagree
 - d) Strongly disagree
14. Sumega technologies do a good job of linking rewards to job performance.
- a) Strongly agree
 - b) Agree
 - c) Disagree
 - d) Strongly disagree

15. The fringe benefits provided to you are:
- a) Insurance
 - b) Retirement benefit
 - c) Health checkup
 - d) All of the above
16. Does Sumega technologies provide you social security benefits?
- a) Yes
 - b) No
17. Are you satisfied with performance appraisal system?
- a) Strongly satisfied
 - b) Satisfied
 - c) Dissatisfied
 - d) Strongly dissatisfied
18. What do you think about overall job satisfaction level?
- a) Strongly satisfied
 - b) Satisfied
 - c) Dissatisfied
 - d) Strongly dissatisfied