**IJCRT.ORG** 

ISSN: 2320-2882



# INTERNATIONAL JOURNAL OF CREATIVE RESEARCH THOUGHTS (IJCRT)

An International Open Access, Peer-reviewed, Refereed Journal

## A Study On Employee Disengaged At Akashwani Branch Of Mysore

Dr .Swathi.S

Former Assistant professor

Yuvaraja College, Mysure

Mysuru

In this paper employee disengagement is taken for analyzing. The Akashwani branch of employees of Mysuru branch is subjects for the study. In this paper what is the reaction of employees when they go tough employee disengagement is studied. The SPSS software is used for data analysis. Forty convenient samples were taken for the study. Seven attribute were taken for analysis. Two major attribute found in the study.

Key words: Disengagement, leader, work environment, managers and colleges.

Disengaged employees disconnect themselves from the work, the team, the manager and the organization, detaching themselves emotionally, mentally, and physically, while going through the motions in an automatic or robotic manner. Disengagement arises from unmet emotional and rational needs, such as a lack of social interaction at work, minimal autonomy in their work areas or a diminished sense of self-worth. Disengaged employees are lethargic and dispassionate. They do not speak up in meetings and show little enthusiasm for the topic at hand, if they bother to attend at all. These employees are not creative or innovative and are unwilling to suggest or try new things. They fail to provide good customer service and are not focused on bottom line results. It's easy to identify a drop off in performance when the "disease" of disengagement takes over both their body and their mind.

Kahn (1990) gave the following definition for personal disengagement "Personal disengagement is the simultaneous withdrawal and defense of a person's preferred self in behaviors that promote lack of connections, physical, cognitive, and emotional absence, and passive, incomplete role performance. According to Branham

(2005), disengaged workers can negatively influence morale and revenues of the organization they often make trouble, complain, and have accidents.

To understand about the employee disengagement Akashwani employees of Mysore branch was taken for the study.

#### Literature Review.

Hongmei Shen et.al (2023), the author has discussed about the disengagement concept taking 24 in-depth interview of Chinese people. The results reveals that disengagement take place due to person-job misfit indifferent work attitude, slacker work behavior, and withdrawal from employing

Arpita Agnihotri et.al (2023), in this paper the author has explained about the moral disengagement. Survey with 307 employee the customer who behavior uncivil with employee have more disengagement. disengagement increase when they meet the uncivil customer, so the manager must train the employee to keep calm and focus on the job.

Bahare Afrahi et.al (2022), It is an review paper were authors have discussed about the concept of work disengagement. Difference between engagement and disengament. The level of disengagement is explained in the paper.

Jacob Morgan. (2015), highlighted the story of his disengagement in this way: "After graduating from college with honors and a dual BA in business management and economics from UC Santa Cruz, I ended up working at a technology company in downtown LA. She was still living at home with her parents, but she was very excited to land in her first job. During the interview she was told that she will be going to business development meetings, traveling, meeting influential people and helping to grow the company. Sounded amazing she was even willing to forego the 1.5 hour commute each way to and from work. After months of working there she was stuck doing data entry, power point presentations and cold-calling. She was officially disengaged. This is a story and experience that most employees around the world face. Our companies have become disengagement factories. This account of the author's own experience represents disengagement in the young and/or fresh employee.

Shilpa Ray. (2013), suggests that organizations must take the initiative to develop employee engagement. Leaders must be clear in communication and town hall activities must be encouraged. Public forums to connect people, company postal newsletters, and social media and CSR activities will enhance employee engagement, which leads to the success of an organization. The town hall program, community development centers, child care

facilities, merit student awards, 'Kalasangam' where music dance and dharma are encouraged, positive psychological and emotional support, employee effectiveness like mentoring and coaching, and supervisor support are important. Disengaged employees must feel they are important only then engagement is possible.

#### **Objectives of the study**

To identify the Disengaged employee behavior

#### **RESEARCH METHODS**

The need of the study was to identify employee disengagement, quantify the connection between variables. Both qualitative and quantitative method was used in the paper.

Data collection method: Both primary and secondary data are used in the paper.

#### **RESEARCH DESIGN**

The research design used in the paper is descriptive, using the survey method. Descriptive research accurately and systematically describes the characteristics or behaviour of an observed phenomenon or a particular population

#### SAMPLE DESIGN AND SAMPLE SIZE.

Non parametric. That is 40 convenient sampling was used for the study. JCR

#### SAMPLING UNIT

Akashwani employees in Mysuru were sampling units used in this paper.

Table 1

	<b>Descriptive Statistics</b>			
	Statement on Employee Disengagement.			Std.
				Deviati
		N	Mean	on
1	Exit from the organization.	40	1.65	1.442
2	Creating problem at work.	40	1.00	.000
3	Display lethargy at work.	40	1.45	1.218
4	Make lots of mistakes in the work.	40	1.45	1.218
5	Quarrel with managers and coworkers	40	2.35	1.875
6	Start speaking negatively about the work	40	1.40	1.215

#### © 2023 IJCRT | Volume 11, Issue 12 December 2023 | ISSN: 2320-2882

7	Wait for changes in work place.	40	3.00	2.025
	Valid N (listwise)	40		

Source: Primary Data

Table 1 presents 7 statements specifying the employee disengagement behavior, prominent behaviors were identified by computing the mean. The behaviors having highest mean is found to be predominant. The employees intended behavior during disengagement were as follows:

### **Findings**

www.ijcrt.org

- 1. Wait for changes in work place 3.00
- 2. Quarrel with managers and coworkers 2.35

It is clear that when employees go tough disengagement it is perhaps because of senior leader, manager, director and colleagues in the work environment. To get rid of disengagement they opt for changes to take place in work environment. Like transfer or promotion of senior leader, manager, director and colleges. Some employees prefer to fight with the managers and coworkers when they have hard times in the organization.

#### Conclusion

When employee go through disengagement due to unrealistic assumption and expectation from the job and the senior leader, manager, director and colleges in the work environment. In reality most of the work environment dynamics changes fastly some employee are able to cope up to the changing expectation and some people are not able to cope up with the changing dynamics. Employees who are not able to manage the changes will become victim of disengagement. It is very much essential that they are given proper training and counseling time to time. Will help to combat in removal of employee disengagement.

#### Reference:

- (1) Kahn William A., (1990). Psychological Conditions of Personal Engagement and
- (2) Disengagement at Work. Academy of Management Journal 1990, Vol 33, No. 4, pp.692-724.
- (3) <u>Jacob morgan (may 2015)</u>. The <u>Disengagement Factory Forbes magazine</u>. Retrieved from
- (4) http://www.forbes.com/sites/jacobmorgan/2015/05/11/the-disengagement-factory/
- (5) Shilpa Ray P. (2013). Employee engagement tool for success of an organization. International Journal of Social Science and Inter Disciplinary Vol,2(5).
- (6) <u>Larry myler (september 2013)</u> Why Are 70% Of Employees Disengaged, And What Can You Do About It? Forbes entrepreneurs. .Retrieved from http://www.forbes.com/sites/larrymyler/2013/09/02/why-are-70-of-employees-disengaged-andwhat-can-you-do-about-it/
- (7) Yseult Freeney and Joan Tiernan. (2006). Employee engagement an overview of the literature in the proposed antithesis to burnout, The Irish Journal of Psychology, 27(3) pp. 130-
- (8) Jacobus pienaar, sharron A willemse.(2008).Burnout engagement coping and Health of service Employee in Hospitality Industry. Tourism Management 29,pp.1053-1063.
- (9) Wendy Ace and Sharon Parker. (2010). Overcoming change fatigue through focused employee engagement, odpractitionervol. 42no. 1. Retrieved from <a href="http://citeseerx.ist.psu.edu/viewdoc/download?doi=10.1.1.471.2400%rep=rep1%type=pdf">from <a href="http://citeseerx.ist.psu.edu/viewdoc/download.goi.psu.edu/viewdoc/download.goi.psu.edu/viewdoc/download.goi.psu.edu/viewdoc/download.goi.psu.edu/viewdoc/download.goi.psu.edu/viewdoc/download.goi.psu.edu/viewdoc/download.goi.psu.edu/viewdoc/download.goi.psu.edu/viewdoc/download.goi.psu.edu/viewdoc/download.goi.psu.edu/viewdoc/download.goi.psu.edu/viewdoc/download.goi.psu.edu/viewdoc/download.goi.psu.edu/viewdoc/download.goi.psu.edu/viewdoc/download.goi.psu.edu/viewdoc/download.goi.psu.edu/viewdoc/download.goi.psu.edu/viewdoc/download.goi.psu.
- (10) Employee Disengagement Retrieved fromhttp://shodhganga.inflibnet.ac.in:8080/jspui/bitstream/10603/41381/11/11\_chapter%202.pdf
- (11) http://www.forbes.com/sites/carolkinseygoman/2013/09/09/what
- (12) -every-leader-should-know-about-re-engagement/
- (13) http://www.forbes.com/sites/causeintegration/2015/05/11/is-love-
- (14) the-answer-to-the-disengagement-economy/
- (15) http://www.forbes.com/sites/jacobmorgan/2014/10/13/this-is-the-single-greatest-cause-ofemployee-disengagement/

- (16) Yseut Freeney & joan tiernan 2012 employee engagement an overview of the literature in the proposed antithesis to burnout, irish journal of psychology
- (17) Jacobus pienaar, starron A willemer, Burnout engagement coping & health of service employee in hospitality industry tourism management 29(2008)
- (18) 1053-1063.www.elsevier.com||ocate|tourman
- (19) Suran Cartwright Nicola holmes 2006, The meaning of work the challenge of regaining employee engagement reducing cynicism, Human resource review 16(2006) p199-208
- (20) Arnold B Bakker & Wilmar B Schaufeli 2008 positive organizational behaviour engaged employee in flourishing organizations Journal of
- (21) organizational behaviour (2008) vol29,p 147-134 www.interscience.villey.com
- (22) Soloman marks & M Sandhya Sridevi employee engagement. The key to improvine performance Internation Journal of business & management vols, Nov 12 Dec 2010 www.ccsenet.org/ijbm
- (23) Jean M Phillips 2008The role of exces cognitived in the relationship between Job charce teristics & cognitive task engagement, journal of business & psychology 23,p 11-24.
- (24) Yseut Freeney & joan tiernan 2012 employee engagement an overview of the literature in the proposed antithesis to burnout, irish journal of psychology
- (25) 2013 trends in globle employee engagement report highlights. Report of AOA H ewitt.
- (26) www.aochewitt.com.
- (27) Shen, H., & Ren, C. (2023). Reconceptualizing employee disengagement as both attitudinal and behavioral: Narratives from China. Public Relations Review, 49(2), 102318.
- (28) Agnihotri, A., Bhattacharya, S., & Gupta, S. (2023). Do morally disengaged employees withdraw from customer-oriented citizenship behavior in response to customers' uncivil behavior?. Journal of Business Research, 165, 114027.
- (29) Bahare Afrahi <sup>a</sup>, John Blenkinsopp <sup>b</sup>, Juan Carlos Fernandez de Arroyabe <sup>c</sup>, Mohammed Shamsul Karim 2022, Work disengagement: A review of the literature, Human Resource Management Review, Volume 32, Issue 2, June 2022,