

**DETERMINING FACTORS OF EMPLOYEE
ENGAGEMENT**

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**UNIVERSITI UTARA MALAYSIA
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ABSTRACT

The objective of this study was to examine the determining drivers of employee engagement in an organization. A total of 118 employees responded to the survey questions distributed to 125 respondents from Intel Malaysia Services organization at Intel Technology (M) Sdn Bhd. The response rate of the study is at 94%. Correlation analysis was used to test the inter-correlation between the variables. Correlation result shows that three variables i.e authentic leadership, career development, and adhocracy culture are strongly correlated with in determining employee engagement in an organization.

ABSTRAK

Objektif. kajian ini adalah untuk menentukan penglibatan pekerja dalam sesebuah organisasi. Sejumlah 125 borang soal-selidik telah diagihkan kepada pekerja-pekerja di Intel Technology (M) Sdn Bhd. 118 borang soal-selidik telah digunakan untuk dianalisis. Hasil dari analisis korelasi digunakan untuk menentukan factor utama yang mempengaruhi penglibatan pekerja. Keputusan korelasi menunjukkan bahawa tiga daripada enam factor yang mempunyai hubung kait yang rapat untuk menentukan penglibatan pekerja dalam sesebuah organisasi.

CHAPTER 1 INTRODUCTION

1.1 Introduction to the Study

Employee engagement has been a growing interest for several years because there is mounting evidence in researches that demonstrates the relations of employee engagement with positive work outcomes, including low attrition, high performance, and positive business results (Hallberg & Schaufeli, 2006; Saks, 2006; Schaufeli & Bakker, 2004). Findings from BlessingWhite, State of Employee Engagement (2008) global research, there is a clear correlation between engagement and retention, with 85% of engaged employees indicating that they plan to stay with their employer. Ramsey and Finney (2006) also found that engaged employees may be more likely to commit to staying with their current organization.

Chartered Institute for Personal and Development (Truss, Sloan, Edwards, Wisdom & Burnett, 2006) published a report that described employee engagement as 'a passion for work' and engaged employees as feeling positive about their jobs and being prepared to go an extra mile to make sure that they do their jobs to their best ability. Engagement is a personal association formed by individual employees' unique aspirations, values, beliefs, and interests. Full engagement depends on employees having an increased personal connection with their work and belief that they have promising future in their organization. The Gallup Organization (2008) inferred

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