

FACTORS INFLUENCING EMPLOYEE ENGAGEMENT :
A SURVEY OF THE ISLAMIC BANK OF JORDON

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00000001

FACTORS INFLUENCING EMPLOYEE ENGAGEMENT:

A SURVEY OF THE ISLAMIC BANK OF JORDAN

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ABSTRACT

This study investigates the relationship between organizational communication, pay and benefit and job satisfaction and employee engagement. In this study, Organizational communication, pay and benefit and job satisfaction was treated as independent variables. Employee engagement as a dependent variable. A questionnaire survey of 97 employees working in Jordan Islamic bank shows that organizational communication, pay and benefit and job satisfaction are being implemented and are the key contributors to enhanced employee engagement in the Celestica Islamic Jordan bank.

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Your son: Hesham Okla Hamad Ababneh
Master of Human Resource Management (MHRM).
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CHAPTER 1

INTRODUCTION

1.0 INTRODUCTION

The employees' engagement concept is rapidly becoming popular and frequently being used in the workplace. It is also increasingly being examined in the literature, as researchers struggle to catch up with its wave of popularity in the corporate world. While there is much interest in engagement, there is also much confusion. There is no consistency in definition, and engagement has been operationalised and measured in many diverse ways. Engagement may be a global construct as it appears to be a combination of job satisfaction, organizational commitment and intention to stay. Indeed, some argue that engagement is a multidimensional construct, in that employees could be emotionally, cognitively or physically engaged. Further, there is debate over whether it is a valid and reliable construct. However, despite this confusion in the literature, many companies and research firms see engagement as a powerful source of competitive advantage. Corporate results have demonstrated a strong link between some conceptualizations of engagement, worker performance and business outcomes. The concept of 'employee engagement' is clearly popular, but unless it can be universally defined and measured, it cannot be managed, nor can it be known if efforts to improve it are working.

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