

## **EMPLOYEE ENGAGEMENT AND JOB PERFORMANCE OF EMPLOYEES: A STUDY FROM HOSPITALITY INDUSTRY IN HIMACHAL PRADESH**

**NAMRITA KALIA<sup>1</sup> & YOGINDER S. VERMA<sup>2</sup>**

<sup>1</sup>Assistant Professor, Department of Humanities and Management, National  
Institute of Technology, Jalandhar, Punjab, India

<sup>2</sup>Pro-Vice Chancellor cum Dean, School of Business and Management Studies, Central  
University of Himachal Pradesh, Himachal Pradesh, India

### **ABSTRACT**

Himachal Pradesh (H.P.), a northern Himalayan state of India possesses all natural parameters followed by the Government backing for the fast growing hospitality industry in the state. The study was taken assess the effect of Vigor, Dedication and Absorption dimensions of Employee engagement on the Job performance of the employees and its implication on this industry. The sample for the study was drawn from all the population units with the help of multi-stage sampling technique. Data was collected from manager/senior executives and supervisors/ junior executives by administering them structured questionnaire on employee engagement and job performance .Data analyses & interpretation was done by using simple percentage, Pearson Correlation and One Way ANOVA .

Among the total employees surveyed, 86.86 percent were males and 13.14 percent females, 69.14 percent married and 30.86 percent un-married, 89.43 percent contractual and 10.57 percent were salaried. Correlation analysis reveals that vigor, dedication and absorption has positive and significant relationship with contextual and task performance of employees. ANOVA also confirmed that these employees engagement factors significantly effects contextual and task performance of the employees. The Stake holders involved in H.P. Hospitality industry should conduct regular survey of their organizations and give impetus on employee engagement for the success of this industry.

**KEYWORDS:** Employee Engagement, Job Performance, Hospitality Industry, Himachal Pradesh (H.P.)