

The Impact of Employee Recognition Programs on Employee performance and Employee Engagement at Tech Mahindra

A Mounika¹, Rangappagari Kavya²

Assistant Professor, Department of MBA, CMR College of Engineering & Technology, Hyderabad, India¹

MBA Student, Department of MBA, CMR College of Engineering & Technology, Hyderabad, India²

Abstract: An analysis of the relationship between employee engagement, recognition programs, and organizational outcomes within Tech Mahindra, a prominent IT company, highlights key insights. Through a comprehensive analysis of survey data collected from employees, the study examines various aspects of employee perceptions, satisfaction levels, and the effectiveness of recognition initiatives. Key findings indicate a strong positive correlation between employee participation in recognition programs and enhanced job performance and engagement. Employees who actively engage with these programs demonstrate higher levels of motivation and satisfaction, contributing positively to organizational productivity and morale. Furthermore, the study underscores the importance of providing clear career development pathways and regular performance feedback to foster employee growth and retention. Employees value opportunities for advancement and skill development, which are crucial for maintaining a talented and committed workforce. Additionally, work-life balance and employee well-being emerge as critical factors influencing overall job satisfaction and organizational loyalty. Respondents express a desire for greater flexibility and support to manage personal and professional commitments effectively. The study emphasizes the significance of effective employee engagement strategies and recognition programs in driving organizational success. The insights gained from this research offer practical implications for HR practitioners and organizational leaders seeking to enhance employee satisfaction, retention, and overall workplace effectiveness within the context of a dynamic and competitive industry.

Keywords: Employee recognition, Employee motivation, Employee performance, Employee engagement, HR practices.

I. INTRODUCTION

The effect of worker popularity packages on worker overall performance and engagement is a huge place of focus inside the IT enterprise, particularly for agencies like Tech Mahindra. Employee recognition performs a key position in shaping organizational lifestyle, selling motivation, and enhancing normal performance. The motive of this examine is to discover the effectiveness of worker recognition initiatives at Tech Mahindra, a first-rate player inside the IT quarter, with the overarching goal of know-how how those programs effect employee overall performance metrics and engagement levels.

Within the context of Tech Mahindra's dynamic and revolutionary environment, wherein talent retention and motivation are pinnacle priorities, the studies goals are designed to cope with specific factors of worker recognition. First, the look at seeks to degree the effect of employee popularity applications on increasing overall performance metrics within the employer. This goal is regular with Tech Mahindra's strategic emphasis on leveraging human capital for competitive advantage and operational excellence.

Second, the research ambitions to perceive the important thing components and first-class practices underlying Tech Mahindra's employee recognition packages that contribute to improving worker overall performance and engagement degrees. This objective represents a complete exploration of the mechanisms behind successful recognition tasks in the IT industry, which highlights actionable insights to improve employee engagement strategies at Tech Mahindra.

Finally, the examine aims to look at the broader implications of employee reputation programs on ordinary performance and engagement degrees amongst Tech Mahindra employees. By reading the particular affects of these packages, the research targets to offer empirical proof and strategic guidelines that may tell selection-making in the employer, contributing to a deeper expertise of the relationship among recognition, performance, and worker engagement in the context of the IT enterprise.

Employee Recognition Programs

Employee popularity applications involve systematic and established initiatives designed to understand, admire, and reward personnel within an organisation for their work, achievements, and behavior. These applications are critical components of an business enterprise's human sources strategy geared toward enhancing employee morale, motivation, and engagement. At their middle, worker recognition packages serve to reinforce desired behaviors and values, promote a positive paintings environment, and ultimately contribute to organizational fulfillment.

Employee Performance

Employee performance refers to the extent of efficiency, productivity, and fulfillment demonstrated with the aid of an man or woman employee in wearing out their activity responsibilities and contributing to organizational desires. It consists of the outcomes and results of the worker's efforts in completing tasks, attaining desires, and assembly expectancies inside their role.

Employee Engagement

Employee engagement refers to personnel' emotional connection, commitment, and exuberance for their work, company, and desires. It goes past mere task pride and consists of a deeper level of psychological funding and engagement in one's work obligations and the enterprise's average assignment.

Employee Recognition Programs on Employee Performance

Employee reputation programs, which include various paperwork inclusive of promotions, public reputation, and financial rewards, play a key function in influencing worker performance inside organizations. Promotions serve as a tangible shape of reputation, indicating profession development and the attainment of better responsibilities primarily based on merit and contributions.

Employee Recognition Programs on Employee Engagement

Employee reputation applications, which includes promotions, public acknowledgement, and economic rewards, have a massive effect on worker engagement within agencies. Promotions serve as a shape of popularity that displays development and profession advancement based on merit and performance. When personnel see possibilities for increase and development inside the business enterprise, they experience valued and inspired to actively interact in their paintings.

II. REVIEW OF LITERATURE

Chananna, N., & Sangeetha. (2021): The paper current enterprise scenario in the course of the COVID-19 pandemic, employee engagement has end up one of the essential priorities for HR managers and practitioners in groups due to the lockdown. This paper is to determine the employment of personnel by means of various companies in the course of the coronavirus pandemic. Organizations nowadays are constantly growing progressive and powerful methods to engage personnel for the duration of this hard time sessions. The engagement sports of the work at home device are very beneficial for employees and organizations. Organizations that do those sorts of engagement activities for their employees are gaining knowledge of new capabilities and developing themselves. Employees are feeling devoted to the company and continue to be influenced at some point of this tough time of the COVID-19 pandemic.

Burnett, J.R., & Leosk, T.C. (2021): this paper no different time have companies had such a lot of possibilities to degree and evaluate the effectiveness and performance of their workforce. Although not all businesses haven't begun followed the tools and technology available to them, main corporations had been capable of leverage new technologies that tune productivity, sales, customer pleasure, workflow, satisfactory, and interactions in the place of business, every so often on a real-time foundation. In addition, the gear to synthesize and examine this records have advanced swiftly in latest years and statistical modeling, system gaining knowledge of strategies, and artificial intelligence packages have emerge as greater mainstream. Yet, on the subject of measuring and monitoring employee engagement, maximum agencies still determine engagement on an annual basis or longer the usage of traditional survey techniques.

Rianto, S., Andree, E., & Herlisha, N. (2021): The study have a look at investigates the relationships among motivation, activity pleasure, employee engagement, and overall performance among data era (IT) specialists in Jakarta and Bandung, Indonesia. It acknowledges the crucial function that technological improvements play for corporations to hold aggressive benefit and enhance overall performance. Focusing on device builders engaged in venture sports, the studies make's use of convenience sampling to acquire 103 responses for analysis using Smart PLS Ver 3.0 software. The empirical effects show that motivation has a positive impact on IT personnel' overall performance, and process pride operates independently.

Abbaneh, O.M.A. (2021): This study shows new advances inside the transformation journey closer to sustainability by empirically investigating the mediating role of employee involvement in environmental initiatives within the courting

between inexperienced HRM practices and character inexperienced behavior. Furthermore, this examine is based at the classical principle of appropriate individual-company suit to investigate the role of certain persona traits in moderating the relationship among HRM practices and employee involvement in environmental tasks. A quantitative research methodology with purposive sampling method turned into used to reach 376 employees running in four- and 5-megastar hotels running in Jordan.

Ozturk, A., Karatepe, O. M., & Okumus, F. (2021): The effect of servant leadership on hotel employees' behavioral consequences: Work engagement versus job satisfaction. *International Journal of Hospitality Management*, 97, 102994. The study investigates the relationship between servant leadership and employee outcomes, specifically absenteeism, in-role performance, and extra-role performance, mediated by work engagement and job satisfaction among hotel employees and their supervisors in Russia. Findings indicate that servant leadership significantly enhances work engagement, with a stronger effect compared to its impact on job satisfaction. Work engagement serves as a mediator between servant leadership and job satisfaction, demonstrating a stronger mediation effect in the relationship between servant leadership and absenteeism compared to job satisfaction. Similarly, work engagement mediates the association between servant leadership and both in-role and extra-role performances more strongly than job satisfaction. **Montani, F., Boudrias, et.al., (2020):** This examine investigates how and below what situations popularity practices are associated with employees' behavioral engagement inside the workplace. Combining social cognitive theory, social records processing idea, and self-congruity principle, we expand and test a moderated mediation version wherein

(a) manager recognition promotes behavioral engagement at once and circuitously via the mediating function of which means and (b) reputation strengthens co-workers' benefits of manager's identity with that means and subsequent behavioral engagement.

Mani, S., & Mishra, M. (2020): This paper examines the non-economic variables had to improve employee motivation and engagement within the context of the COVID-19 disaster, wherein traditional economic incentives are disrupted. Through an in-depth literature assessment and an exploratory survey, the study identifies 20 key variables grouped into the "GREAT" framework (growth, renewal, empowerment, ambition and transparency levers). These non-economic levers, in my view and in combination, have proven effectiveness in boosting worker morale and motivation.

Thackeray, N., & Mathew, P. (2020): To ensure the achievement of their operations and maintain aggressive gain, leaders of provider companies are increasingly looking ahead to employees to display organizational citizenship conduct (OCB) – this is, to expose initiative, be devoted to their paintings, adhere to high performance standards, and take obligation for his or her own expert development. A observe of a hundred and twenty service region personnel in India found out the volume to which psychological empowerment and work engagement impact OCB.

Kwarteng, S., Frimpong, et.al., (2024): The paper purpose of the take a look at was to observe the impact of worker popularity and engagement on productivity with a focus on the moderating function of transformational management inside the Ghana Health Service. Using a go-sectional design and a dependent questionnaire, statistics was collected from 258 employees in Kumasi. The outcomes confirmed that employee reputation applications positively motivate employees and enhance productiveness, and personnel demonstrate a more potent commitment to organizational desires. Furthermore, transformational leadership become diagnosed as a key issue in improving worker motivation and self-efficacy, which contributed to elevated productiveness.

Research Gap

There is a research gap regarding the impact of employee recognition programs on performance and engagement within the IT enterprise, mainly in agencies including Tech Mahindra, as the effectiveness of different types of recognition strategies desires to be explored in more intensity. Although current research acknowledges the effective impact of projects, public recognition, and economic rewards on overall performance and engagement, there may be restrained empirical proof to necessary to examine how combining exclusive reputation strategies can maximize consequences which include employee motivation, commitment, and activity pride. Addressing this studies gap will offer precious insights for HR practitioners and organizational leaders seeking to optimize their employee popularity projects to enhance performance and engagement within the IT region

III. RESEARCH METHODOLOGY

Objectives of The Study

- 1) To Measure the effectiveness of employee Recognition programs in boosting employee performance metrics.
- 2) To identify key components and best practices within employee Recognition programs that in contribute enhancing both employee Performance and Engagement levels.
- 3) To study the Impact of employee Recognition Programs on Employee satisfaction.

Hypotheses of The Study

H1: Employee recognition packages have a sizeable effect on worker performance

H0: There is no significant impact of employee recognition programs on employee engagement.

H1: There is significant impact of employee recognition programs on employee engagement.

H0: There is no correlation between employee recognition programs and employee satisfaction

H1: There is correlation between employee recognition programs and employee satisfaction

Research Model

The primary data for this study will be collected through a closed-ended questionnaire administered to 100 employees of Tech Mahindra. The questionnaire will consciousness on accumulating person insights into worker studies, perceptions, and attitudes closer to the effectiveness of popularity packages in improving overall performance and worker engagement degrees. The number one statistics will offer direct comments from personnel in the organisation, allowing for an in depth analysis of their attitudes and reports associated with worker recognition. Secondary information assets for this examine will encompass educational journals, textbooks, credible web sites, the Tech Mahindra organisation website, and government guides. These secondary resources could be crucial in imparting a theoretical and contextual framework for knowledge employee recognition practices, relevant theories and models of worker overall performance and engagement, and industry-unique insights inside the IT sector. In addition, enterprise-precise records from Tech Mahindra's website and courses will provide valuable historical past facts approximately present popularity packages and organizational dynamics, so as to supplement the analysis of the primary facts accrued from employees. Overall, the aggregate of number one and secondary statistics assets will enhance the intensity and breadth of the study, thereby increasing the reliability and validity of the study's findings and conclusions.

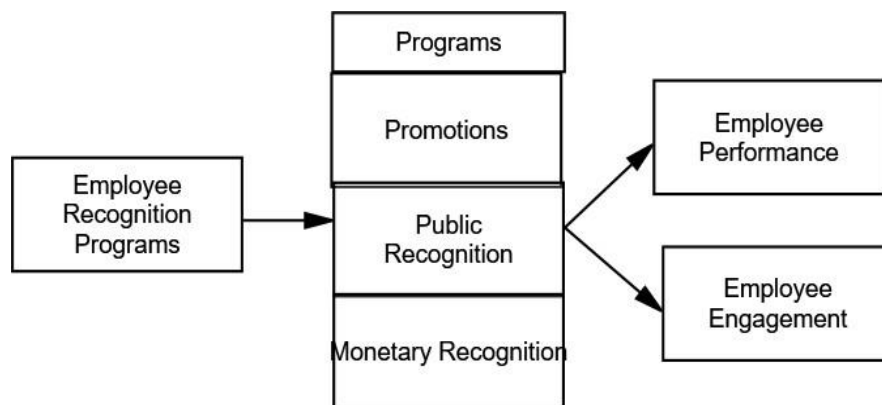


Figure 1

IV. DATA ANALYSIS

Regression

Objective1: To Measure the effectiveness of employee Recognition programs in boosting employee performance metrics.

Dependent variable = employee performance Independent variable = employee Recognition programs

Table 1: Regression

SUMMARY OUTPUT	
Regression Statistics	
Multiple R	1.00
R Square	1.00
Adjusted R Square	0.99
Standard Error	1.55
Observations	5.00

ANOVA					
	<i>df</i>	<i>SS</i>	<i>MS</i>	<i>F</i>	<i>Significance F</i>
Regression	1.00	1,686.78		701.07	0.00
Residual	3.00	7.22	2.41		
Total	4.00	1,694.00			

	<i>Coefficients</i>	<i>Standard Error</i>	<i>t Stat</i>	<i>P-value</i>	<i>Lower 95%</i>	<i>Upper 95%</i>
Intercept	2.51	0.96	2.62	0.079	5.56	5.46
Employee recognition programs	0.87	0.03	0.00	0.77	0.98	0.98

Source: primary data

This output represents a linear regression analysis. The ANOVA results show the model is significant ($F = 701.07$, $p < 0.001$), indicating the overall regression is significant. The first coefficient (2.511) is not significant ($p = 0.079$), so we fail to reject the null hypothesis for it. The second coefficient (0.874) is significant ($p < 0.001$), leading to the rejection of the null hypothesis for it. The high R-squared value (0.997) suggests the model explains most of the variance. The overall model and the second predictor are statistically significant.

Regression analysis

Objective2: To identify key components and best practices within employee Recognition programs that in contribute enhancing both employee Performance and Engagement levels.

Dependent variable = Employee engagement Independent variable = employee Recognition programs

Table 2: Regression

SUMMARY OUTPUT	
Regression Statistics	
Multiple R	0.93
R Square	0.87
Adjusted R Square	0.82
Standard Error	9.20
Observations	5.00

ANOVA					
	<i>df</i>	<i>SS</i>	<i>MS</i>	<i>F</i>	<i>Significance F</i>
Regression	1.00	1651.99	1651.99	19.51	0.02
Residual	3.00	254.01	84.67		
Total	4.00	1906.00			

	<i>Coefficients</i>	<i>Standard Error</i>	<i>t Stat</i>	<i>P-value</i>	<i>Lower 95%</i>	<i>Upper 95%</i>
Intercept	2.69	5.68	0.47	0.67	-15.39	20.78
Employee recognition programs	0.87	0.20	4.42	0.02	0.24	1.49

Source: primary data

The regression analysis shows that the model explains 87% of the variance ($R^2 = 0.87$). The ANOVA indicates the model is significant ($F = 19.51$, $p = 0.02$), so we reject the null hypothesis that the model coefficients are zero. The intercept (2.69) is not significant ($p = 0.67$), so we fail to reject the null hypothesis for it. The coefficient for employee recognition programs (0.87) is significant ($p = 0.02$), so we reject the null hypothesis, indicating it significantly predicts the dependent variable.

This output represents a linear regression analysis. The ANOVA results show the model is significant ($F = 701.07$, $p < 0.001$), indicating the overall regression is significant. The first coefficient (2.511) is not significant ($p = 0.079$), so we fail to reject the null hypothesis for it. The second coefficient (0.874) is significant ($p < 0.001$), leading to the rejection of the null hypothesis for it. The high R-squared value (0.997) suggests the model explains most of the variance. The overall model and the second predictor are statistically significant.

Correlation analysis

Objective3: To study the Impact of employee Recognition Programs on Employee satisfaction.

Independent variable = Employee Recognition Programs Dependent variable = Employee satisfaction

Table 1: Correlation

	<i>Employee recognition programs</i>	<i>Employee satisfaction</i>
Employee recognition programs	1	
Employee satisfaction	0.595	1

Source: primary data

The correlation matrix shows a positive correlation of 0.595 between employee recognition programs and employee satisfaction, indicating a moderate relationship. This suggests that as recognition programs increase, employee satisfaction tends to increase as well. However, correlation alone does not imply causation. The significance of this correlation would need to be tested statistically to determine if the null hypothesis (no relationship) can be rejected. If the p-value is less than 0.05, the null hypothesis is rejected, confirming a statistically significant relationship.

FINDINGS OF THE STUDY

1. The study observes Most of the respondents (62%) are within the age institution of 25- 35 years, indicating a young demographic in the agency.
2. The study found that the gender distribution shows a higher percentage of male respondents (56%) than woman respondents (44%).
3. Three. Most of the respondents (70%) have a grasp's degree, indicating a fantastically skilled group of workers.
4. The study identifies the largest percent of respondents (64.4%) were working with Tech Mahindra for four to 6 years, suggesting a noticeably stable tenure.
5. The study found that Technical assist is the most not unusual job function most of the respondents (59%).
6. The study examines the Team-based totally incentives are the maximum participated worker reputation software (60%).
7. The study identified Most of the respondents (50%) receive overall performance remarks every area.
8. The study indicates More than half of the respondents (51%) don't forget worker popularity programs to be extremely powerful.
9. The study identified Career improvement possibilities are taken into consideration the maximum essential thing in worker engagement (59%).
10. The study found that Overall, the work surroundings at Tech Mahindra is by and large quality, with (68%) of respondents reporting satisfaction.
11. The study observes the Most respondents (69%) felt that they were favored for his or her contributions to Tech Mahindra.
12. The study identified (89%) of respondents are of the opinion that employee popularity programs have a effective impact on motivation inside the administrative center.
13. The study indicates the Most respondents (69%) believe that regular remarks from supervisors helps improve performance.
14. The study observes (67%) of respondents have a high quality mindset closer to career boom and development possibilities.
15. The Study identified (76%) of respondents fee employee nicely-being and paintings- existence stability.

16. The study observes a substantial percent of respondents (67%) show pleasure in being a part of Tech Mahindra.
17. The study indicates the Most respondents (74%) consider that worker popularity applications are fair and transparent.
18. The study observes most respondents (73%) apprehend how their performance contributes to the fulfillment of the organization.
19. The study found that (67%) of respondents positively rated the adequacy of support and resources for work performance.
20. The study observes a significant percent of respondents (78%) could advocate Tech Mahindra as a top notch place to work with others.

SUGGESTIONS OF THE STUDY

1. Implement extra diverse worker popularity programs to accommodate distinctive options and motivations.
2. Increase the frequency of performance feedback periods to improve worker improvement and engagement.
3. Provide clean paths for career increase and improvement to aid employee aspirations.
4. Improve employee wellbeing initiatives to promote a wholesome paintings-existence balance.
5. Conduct regular surveys or comments sessions to usually improve employee satisfaction and engagement.
6. Provide more bendy work arrangements to satisfy specific wishes and options.
7. Invest in education programs to make sure employees have the capabilities they need to development in their careers.
8. Strengthen communication channels to ensure employees apprehend how their contributions effect the organization's achievement.
9. Examine the benefits and additional blessings that align with employee priorities and wishes.
10. Promote a subculture of admire and recognition to inspire morale and motivation among personnel.

V. CONCLUSION

The study aims to understand highlights the importance of powerful worker popularity applications to reinforce motivation and activity satisfaction. The records definitely shows a high-quality relationship between participation in reputation initiatives and worker performance in addition to engagement. This highlights the significance of investing in reason-built, obvious reputation techniques to improve employee morale and retention. Furthermore, the consequences spotlight the need for continuous comments and profession improvement possibilities inside the enterprise. Employees fee clean paths for development and increase, and corporations can leverage this by means of combining overall performance control with career making plans projects. Furthermore, the take a look at highlights the significance of work-life balance and worker nicely-being in promoting a positive organizational way of life. Respondents have expressed a preference for greater flexibility and aid in dealing with their expert and private lives, indicating an possibility for HR guidelines to evolve to the converting desires of personnel. This research highlights the vital position of worker engagement and recognition in organizational fulfillment. By leveraging the insights gained from this take a look at, Tech Mahindra and similar agencies can optimize their HR techniques to create a work surroundings that promotes employee pride, productivity, and standard nicely-being. This, in flip, contributes to a greater bendy and aggressive agency in the present day enterprise landscape.

REFERENCES

- [1]. Ababneh, O. M. A. (2021). How do green HRM practices affect employees' green behaviors? The role of employee engagement and personality attributes. *Journal of Environmental Planning and Management*, 64(7), 1204-1226.
- [2]. Aboramadan, M., & Dahleez, K. A. (2020). Leadership styles and employees' work outcomes in nonprofit organizations: the role of work engagement. *Journal of Management Development*, 39(7/8), 869-893.
- [3]. Asghar, M., Tayyab, M., Gull, N., Zhijie, S., Shi, R., & Tao, X. (2021). Polychronicity, work engagement, and turnover intention: The moderating role of perceived organizational support in the hotel industry. *Journal of Hospitality and Tourism Management*, 49, 129-139.
- [4]. Burnett, J. R., & Lisk, T. C. (2021). The future of employee engagement: Real-time monitoring and digital tools for engaging a workforce. In *International Perspectives on Employee Engagement* (pp. 117-128). Routledge.
- [5]. Chanana, N., & Sangeeta. (2021). Employee engagement practices during COVID-19 lockdown. *Journal of public affairs*, 21(4), e2508.
- [6]. Kwarteng, S., Frimpong, S. O., Asare, R., & Wiredu, T. J. N. (2024). Effect of employee recognition, employee engagement on their productivity: the role of transformational leadership style at Ghana health service. *Current Psychology*, 43(6), 5502-5513.

- [7]. Lee, J. Y., Rocco, T. S., & Shuck, B. (2020). What is a resource: Toward a taxonomy of resources for employee engagement. *Human Resource Development Review*, 19(1), 5-38.
- [8]. Maltseva, K. (2020). Wearables in the workplace: The brave new world of employee engagement. *Business Horizons*, 63(4), 493-505.
- [9]. Mani, S., & Mishra, M. (2020). Non-monetary levers to enhance employee engagement in organizations—“GREAT” model of motivation during the Covid-19 crisis. *Strategic HR Review*, 19(4), 171-175.
- [10]. Montani, F., Boudrias, J. S., & Pigeon, M. (2020). Employee recognition, meaningfulness and behavioural involvement: Test of a moderated mediation model. *The International Journal of Human Resource Management*, 31(3), 356- 384.
- [11]. Nazir, O., & Islam, J. U. (2020). Effect of CSR activities on meaningfulness, compassion, and employee engagement: A sense-making theoretical approach. *International Journal of Hospitality Management*, 90, 102630.
- [12]. Ozturk, A., Karatepe, O. M., & Okumus, F. (2021). The effect of servant leadership on hotel employees' behavioral consequences: Work engagement versus job satisfaction. *International Journal of Hospitality Management*, 97, 102994.
- [13]. Rameshkumar, M. (2020). Employee engagement as an antecedent of organizational commitment—A study on Indian seafaring officers. *The Asian Journal of Shipping and Logistics*, 36(3), 105-112.
- [14]. Riyanto, S., Endri, E., & Herlisha, N. (2021). Effect of work motivation and job satisfaction on employee performance: Mediating role of employee engagement. *Problems and Perspectives in Management*, 19(3), 162.
- [15]. Saks, A. M. (2022). Caring human resources management and employee engagement. *Human Resource Management Review*, 32(3), 100835.
- [16]. Silic, M., Marzi, G., Caputo, A., & Bal, P. M. (2020). The effects of a gamified human resource management system on job satisfaction and engagement. *Human Resource Management Journal*, 30(2), 260-277.
- [17]. Thakre, N., & Mathew, P. (2020). Psychological empowerment, work engagement, and organizational citizenship behavior among Indian service-sector employees. *Global Business and Organizational Excellence*, 39(4), 45-52.