

Exploring Factors Affecting Employee Engagement and Attrition in Corporate Hospitals: A Case Study in Hyderabad and Secunderabad, Telangana State.

K. Sandeep Reddy^{1*}, Dr. C. Suresh², Dr. N. Srinivas Kumar³

^{1*}Research Scholar in Management, PG & Research Department of Management Studies, Annai College of Arts & Science, (Affiliated to Bharathidasan University), Kovilacheri, Kumbakonam, Thanjavur– 612503. sandeepkasireddy@gmail.com

²Associate Professor & Research Advisor in Management, PG & Research Department of Management Studies, Annai College of Arts & Science, (Affiliated to Bharathidasan University), Kovilacheri, Kumbakonam, Thanjavur – 612503. susyino5@gmail.com

³Professor in Management (Co-Guide), Guru Nanak Institutions Technical Campus, Ibrahimpatnam, R.R. District, Hyderabad, Telangana– 501506, drsrinivaskumar23@gmail.com

Citation: K. Sandeep Reddy, et al. (2024), Exploring Factors Affecting Employee Engagement and Attrition in Corporate Hospitals: A Case Study in Hyderabad and Secunderabad, Telangana State. *Educational Administration: Theory And Practice*, 30(2), 673-681, Doi: 10.53555/kuey.v30i2.1771

ARTICLE INFO

ABSTRACT

The study investigate the variables affecting staff retention and engagement at corporate hospitals in Hyderabad and Secunderabad, Telangana State. The dedication and engagement of these hospitals' staff members are essential to their success. As a result, this study explores the idea of employee engagement and how it affects attrition in the healthcare sector. The study methodology uses surveys and literature studies as well as primary and secondary data sources. Data from several employment categories, such as nursing, medical officers, paramedical staff, administrative workers, and maintenance staff, are collected using stratified random sampling. 200 respondents make up the study's sample size. The statistical methods used in the data analysis include reliability testing, factor analysis, confirmatory factor analysis, Pearson's correlation analysis, and descriptive and inferential statistics. The results show that there are strong positive correlations between employee engagement and Job satisfaction, compensation and benefits, possibilities for career advancement and job motivation.

Key Words: Attrition, Compensation and benefits, Career Advancement, Employee Engagement, Job Satisfaction.

Introduction:

Employee attrition is crucial for an organization's seamless operation in the modern world. Employee engagement will determine the rate of employee attrition. In order to increase employee engagement, it is necessary to focus more on elements like working environment, supervision, training, performance evaluation, employee welfare, etc. In fact, the data clearly demonstrates that there is a considerable positive association between employee engagement characteristics and employee attrition.

Highly engaged workers have several opportunities to acquire new abilities, boost capacities, enhance knowledge, and accomplish their objectives. Career development procedures aid in the retention of top talent while presenting chances for personal development. Employees are more willing to invest in companies that assist them in making plans for their future professional development. One worldwide facet of employee participation is career advancement. Employee engagement in their work and the organization can increase with the development of their skills, knowledge, and learning. Employees become more invested in the company and catch management's attention when they realize that their immediate superiors are praising them. Employee engagement, which has three components—knowledge, interest, and performance—is essentially a person's propensity to engage in a certain labor activity.

Employee engagement improves their emotional state, as well as their cognitive functioning and proactive behavior. The psychological and physical healths of employees, as well as their contentment with their work and their personal outcomes, are all very important. Organizations must rely on selection processes including testing, structured interviews, professional assessments, and recommendations in order to choose the

employees who are most likely to be engaged if they want to hire potential engaged workers. Another important element that contributes to employee retention and serves as a tool to raise engagement is an external incentive system for employees. Both tangible and intangible incentive stimulators are used in this approach. The idea of fair pay serves as its cornerstone. Middle-level managers will be elevated so they may contribute ideas and recommendations to corporate decision-making while also engaging the workforce.

Review of Literature

(Naval Garg et.al 2023)[16] Does workplace toxicity influence turnover intentions among Indian healthcare employees? Investigating the moderating role of gratitude, According to the results, workplace toxicity accounted for 45.8% of changes in employees' intentions to leave their jobs. It also found a significant negative association between all four workplace toxicity measures and exit intentions. It was stated that bad health organizations can motivate workers in the healthcare sector to think about leaving. The findings also indicated that appreciation played a significant moderating impact in the relationships between the four workplace toxicity traits and exit intentions. (Ekwunife Gabriel Okafor et.al 2023)[6] Organizational Support Perception As a Determinant For Employee Engagement, According to the research, management at the investigated banks was urged to regularly check what supervisors do with people they are accountable for because employees tend to link what supervisors do with what the company does. This will go a long way toward encouraging the best conduct from the managers, which will raise employee engagement. (Duc Huu Bui et.al 2023)[5] Improving employee engagement through organizational culture in the travel industry: Perspective from a developing country during Covid-19 pandemic, First, the study shows that culture affects organizational and work engagement positively. Second, age, gender, and seniority affect the level of engagement in the travel and tourism industry. Young employees (those born after 1995) in the tourism industry showed lower engagement, which was an unusual discovery. This is related to the varied work ideals, where people still aspire to both job security and self-development while placing more weight on promotion and self-development than past generations did. (Anuj Batta et.al 2023)[4] How does techno stress during a pandemic affect employee attrition in IT/ITeS industries? Insights from India. The findings provide evidence for the notion by highlighting the importance, purpose, and arrangement of six factors in employee attrition. The outcome strongly suggests the occurrence of ICT-induced technological stress and its effects on employee attrition during a pandemic. (Priti Prajapati et.al 2023)[17] Impact of Globalisation on Employee Attrition and Retention in Indian IT Industry, The inquiry and conclusions demonstrate the detrimental effects that the company's international expansion has had, while boosting employee engagement also helps to lessen these adverse effects. Future scholars are motivated by the article to enhance the critical facets of personnel management. (Abhishek Narasimha et.al 2023)[1] Motivation And Engagement Model To Reduce Attrition Rate In Indian IT Sector, Employers and managers must be aware of the needs of the workforce in order to create a work environment, positions, and objectives that meet those needs and raise employee engagement in the IT sector. The upshot is increased employee engagement and motivation. Employees with high levels of engagement will exhibit high levels of job satisfaction. With high levels of job satisfaction, the attrition rate can be lowered. (Asad Mohsin et.al 2022)[12] Mind the gap: a critical reflection on hotel employee turnover, International Journal of Contemporary Hospitality Management, The research's primary findings are summarized in a concept map that shows the relationship between hotel staff turnover's antecedents (i.e., personal, professional, interpersonal, organizational, and opportunity factors) and outcomes (i.e., client satisfaction and financial performance factors). (Glenn McCartney et.al 2022)[13] COVID-19 impact on hospitality retail employees' turnover intentions, International Journal of Contemporary Hospitality Management, According to this study, there is a substantial positive correlation between workload and compensation (WP), as well as company support (CS), and job satisfaction (JS). JS was unaffected by coworker relationships. Additionally, employee TI saw a substantial unfavorable impact from JS. The decision to quit the sector or not was most influenced by WP. (J. Ann Louisa Pauli et.al 2022)[9] Attrition and Retention Practices in Healthcare Sector: Perception of Staff Nurses during Covid-19 Pandemic, The analysis's findings revealed that a sizable majority of respondents (85%) claimed to have experienced a significant attrition impact and that nearly all respondents (95%) thought the hospital continued its customary retention strategies to hold onto its assets. As a result of the survey, it was determined that virtually all of the respondents (96.7%) had experienced significant pandemic consequences, such as a lack of PPE for nurses, a scarcity of nurses in the cancer ward, unscheduled staffing, alienation from the community and social circle, the loss of many lives, etc. All of these reasons prompted the workers to think about leaving their jobs. Karishma Gajendra et.al 2021)[10] A study of employee attrition and retention strategies with special reference to telecom sector in Tamil Nadu, Empirical evidence indicates a connection between employee intention to stay and job satisfaction. Job satisfaction is affected by a number of factors, including investments in education and training, workplace innovation, the adoption of progressive HR policies and practices, the reward and recognition of significant, top performers and high potential employees, and, last but not least, pay and benefits that are competitive with the market. In view of the potential expansion of alternative job alternatives, organizations must develop modern people management practices that are flexible and promote innovation at work. Employers must create an atmosphere where employees feel comfortable forming long-term bonds based on mutual trust and excellent

health. (Mitchell Hoffman 2021)[11] People management skills, employee attrition, and manager rewards: An empirical analysis, *Journal of Political Economy*, People management abilities do not, however, consistently improve the majority of documented non-attrition outcomes. Higher subjective performance ratings, higher promotion rates, and larger pay raises are all attributes of better people managers. (Tatin Wahyanto et.al 2019)[18] Effect of Happiness at Work on Employee Engagement and Intention to Stay of Hospital Employees, Based on the analysis's findings and the discussion that followed, it was found that employee engagement and retention intention have positive and significant correlations, and that employee engagement and job satisfaction are related positively and significantly through employee engagement. (Frye Alex2018)[7] "Employee Attrition: What Makes an Employee Quit?" Notifies that increasing the quality of life for employees, systematically disseminating unfair tactics, and ethical considerations are a few aspects that affect employee turnover in businesses. Other elements include the size of the interested party, reliability, and unexpected effects. (Akade and Padmanabhan 2016)[2] Stated that the key KRA in the manufacturing business are determined by performance assessment methodologies. He emphasized that efficient human resource management requires applicable performance rating mechanisms and a proper work environment. According to Arti Chandani et.al 2016[3] Reviewed nearly thirty academic and popular research papers on Employee Engagement and factor impact on employee engagement. Their research shows that various employee engagement strategies, including effective induction programs, demanding training and development programs, and certification programs, are important in lowering staff turnover and increasing productivity. (Manju Dhillon 2016)[14] This study intends to identify the causes of the highest attrition in the IT industry and to offer solutions to reduce turnover rates. Insufficient corporate culture, social support, work-life balance, job stress, friendships, management practices, and career possibilities are some of the factors that contribute to the greatest turnover rates in the IT sector, according to this study. According to the study, organizations must implement retention strategies like rewards and recognition, a pleasant work environment, skill recognition, support learning, training and development opportunities, mentoring and coaching sessions, good compensation structures, offering flexi-timing facilities, and annual performance evaluations in order to keep employees and lower the turnover rate. (Nidhi Shridhar Natrajan et.al 2019)[15] Achieving job performance from empowerment through the mediation of employee engagement: an empirical study, The objective is to understand the relationship between job performance and employee empowerment. Additionally, the study seeks to empirically examine the mediating role that employee engagement plays in this situation. The results of the study demonstrate that engagement has a mediating impact on work performance in terms of employee empowerment. (Francesca Fallucchi 2020)[8] Predicting Employee Attrition Using Machine Learning Techniques, The results were reported in terms of conventional metrics, the Gaussian Naive Bayes classification algorithm produced the best results for the dataset that was available. It achieves the maximum recall rate (0.54), which is the best, when measuring a classifier's ability to recognize every positive occurrence and obtaining an overall false negative rate of 4.5% of the total observations. Future studies are anticipated to provide a precise definition and dimensions of employee engagement that will allow managers to measure the amount of engagement and provide a road map for completely enlisting individuals in their work. As the old saying goes "what you can't measure, you can't manage". Thus, there is a call for future researches, to define engagement in clear terms to avoid interpretation by subsequent users giving to the construct different meanings. Significant links exist between key company results and employee engagement. The impact of employee engagement on organizational performance will be examined in this section in light of numerous research studies. Employee retention, productivity, profitability, customer loyalty, and safety all have beneficial relationships with employee engagement in the workplace.

Objectives of the Study

1. To evaluate the components of employee engagement and its level in Secunderabad and Hyderabad corporate hospitals.
2. To assess the strength of the connections between employee engagement and its constituent parts with an emphasis on employee attrition.
3. To determine the primary factors that have a substantial impact on employee retention in the corporate hospitals of Secunderabad and Hyderabad.
4. To verify the cited employee engagement variables and how they affect employee attrition.

Scope of the Study

The current study makes an effort to investigate the variables influencing staff engagement and employee attrition at corporate hospitals in Hyderabad and Secunderabad. For a better development of the employee, organization, and society, it is crucial to address the issue of attrition and raise the level of organizational commitment. Most reputable corporate hospitals have been chosen in Hyderabad and Secunderabad for this study.

Need and Importance:

In an era of globalization and competition, the health care sector will be one of the most prosperous and quickly expanding sectors internationally. Medical travel will bring in trillions of dollars over the next ten years. With such a bright future, hospitals in particular are developing to become more sumptuous and contemporary. In addition to providing patient care, hospitals will soon be used for prevention, tranquility, and rest.

Corporate hospital management is unique when compared to other businesses. The sole criterion used to assess the quality of the services in this service-oriented firm is customer satisfaction. In this situation, there are high expectations and concerns about someone's life. In this situation, management must deal with both types of individuals, necessitating research into the idea of employee engagement. Organizational productivity depends on employee performance, and as employee performance improves, one can anticipate organizational performance. As a result, there is a critical requirement for the business to explore the concepts of employee engagement and attrition.

Research Methodology and Design:

Data Sources: - The key data sources used by the researcher were both primary and secondary data. The primary data sources gathered utilizing survey techniques and the secondary data sources gathered from different periodicals and magazines.

Sampling Tool: - Data from different employee categories were gathered by the researcher using stratified random sampling. The employees fall under a variety of specified persons in the company.

Sample Size(n): - For the study, the researcher chose a sample size of 200 people, including nurses, duty medical officers, paramedics, administrative personnel, and maintenance workers. To get information from a variety of respondents, the researcher employed a standardized questionnaire.

Sampling Framework: - Different layers of management make up the sampling of the study framework. They come in three levels: upper, middle, and lower. Data was gathered from several sources utilizing stratified random sampling.

Statistical Tools: - To examine the data in several dimensions, the researcher used both descriptive and inferential statistics. Mean, SD, correlation, and regression are some of the descriptive statistics for the data. For an accurate evaluation of the data, factor analysis, confirmatory factor analysis, and a reliability test were also performed.

Data Analysis and Interpretation

Table.1: Pearson's Correlation Analysis

Variable		LLE	ELLS	PB	CCG	JM	EMA
1. LLE	pearson's r	—					
2. ELLS	pearson's r	0.160	—				
3. PB	pearson's r	0.272	**	0.233	*	—	
4. CCG	pearson's r	0.174		0.124	0.646	***	—
5. JM	pearson's r	0.232	*	0.271	**	0.567	***
6. EMA	pearson's r	0.304	***	0.215	*	0.626	***
							0.611
							0.563
							0.557

							—

* p < .05, ** p < .01, *** p < .001

It is evident from the analyses that deliver for employee engagement has shown a significant positive relationship with the employee level of satisfaction which is 0.160 and the P value is greater than followed by the level of employee engagement has shown a significant positive correlation with the pay and benefits and the p-value is 0.272 followed by with career growth and opportunity in the value is 0.174 and employs job motivation 0.232 and with reason for employee attrition 0.304 and employee satisfaction also has shown a significant positive relationship with the pay and benefits and the mean value is 0.233 followed by with career growth and opportunities 0.124 and with a job motivation 0.271 and with reason for employee attrition 0.215 and benefits also the career growth & opportunity with the P value is 0.6 46 followed by with the job motivation 0.567 and with the employee attrition with 0.5 63. Therefore in all circumstances have shown significant positive relationship with all the variables in analysis.

Table.2: Descriptive Statistics of Factors of Employee Engagement

	LLE	ELLS	PB	CCG	JM	EMA
Valid	120	120	120	120	120	120
Missing	0	0	0	0	0	0
Mean	3.952	4.022	4.110	4.090	4.167	4.200
Std. Deviation	0.424	0.396	0.440	0.351	0.345	0.402
Minimum	3.000	3.000	3.200	3.600	3.600	4.000
Maximum	5.000	5.000	5.000	5.000	5.000	5.000

It is evident from the analysis level of employee engagement that the mean value are 3.952 followed by employer level of satisfaction 4.0 to 2 followed by pay and benefits 4.10 and with the career growth and opportunity 4.090 and with the job motivation 4.167 and with employee attrition 4.200 in all the circumstances the employer opinion showing that towards agree followed by the standard deviation values for level of employee engagement 0.44 and with the employer level of satisfaction 0.39 six and with the pay and benefits 0.40 and with job motivation 0.345 and with employee attrition 4.000.

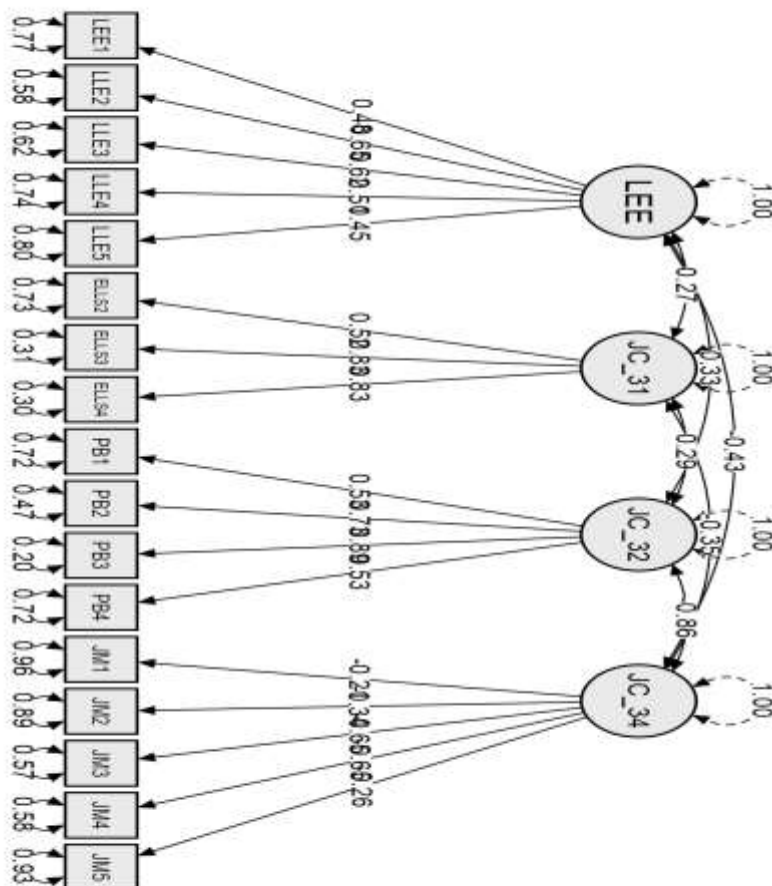
Table.3: Exploratory Factor Loadings

	Factor 1	Factor 2	Factor 3	Factor 4	Factor 5	Uniqueness
EMA3	0.873					0.006
EMA2	0.864					0.006
EMA1	0.723					0.006
EMA4	0.722					0.006
EMA5	0.834					0.006
PB2		0.769				0.470
PB3		0.765				0.311
PB1		0.627				0.635
CCG2		0.592				0.573
JM3		0.535				0.583
JM4		0.469				0.625
CCG3		0.468				0.524
CCG1		0.463				0.777
ELLS2			0.979			0.116
ELLS1			0.864			0.284
ELLS3			0.531			0.592
ELLS4			0.480			0.605
PB4				0.729		0.313
LLE5				0.624		0.546
JM1				0.618		0.668
CCG4				0.419		0.682
LLE2					0.705	0.524
LLE3					0.680	0.552
LEE1					0.478	0.777
LLE4						0.707
JM2						0.847
JM5						0.828

Note. Applied rotation method is promax.

Exploratory factor analysis of employee engagement it has a derived into 5 different factors namely level of employee engagement, employee level of satisfaction, pay and benefits, career growth, job motivation, reasons reasons for employee attrition loadings of level of employee engagement (LLE1, LLE2, LLE3) and the corresponding values are 0.705, 0.680, 0.478 & 0.707 and the employee level of satisfaction is (ELLS1, ELLS2, ELLS3 and ELLS4) and the corresponding values are 0.979, 0.864, 0.531 and 0.480 and the job motivation is (JM1, JM2, JM3, JM4 and JM5) and the corresponding values are 0.618, 0.847, 0.828, 0.469 and 0.828 followed by the management attrition (EMA1, EMA2, EMA3 and EMA4) and its corresponding values are 0.873, 0.864, 0.723, 0.722, 0.834.

Model plot



The confirmatory factor analysis confirms the factors in the analysis. There are few main factors like: level of employee engagement, employee level job satisfaction, pay and benefits, career growth and opportunity, job motivation and reasons for employee attrition. These factors will confirm the confirmatory factor analysis. All the variables under various factors loaded accurately.

Table.5: Factor loadings with Estimates

Factor	Indicator	Symbol	Estimate	Std. Error	z-value	p	95% Confidence Interval	
							Lower	Upper
LEE	LEE1	λ_{11}	0.358	0.078	4.598	< .001	0.206	0.511
	LLE2	λ_{12}	0.483	0.076	6.385	< .001	0.335	0.632
	LLE3	λ_{13}	0.373	0.061	6.065	< .001	0.252	0.493
	LLE4	λ_{14}	0.280	0.056	4.976	< .001	0.170	0.391
	LLE5	λ_{15}	0.244	0.057	4.291	< .001	0.133	0.356
ELLS	ELLS2	λ_{21}	0.320	0.057	5.579	< .001	0.208	0.433
	ELLS3	λ_{22}	0.383	0.042	9.126	< .001	0.301	0.466
	ELLS4	λ_{23}	0.333	0.036	9.143	< .001	0.262	0.405
PB	PB1	λ_{31}	0.485	0.083	5.842	< .001	0.322	0.648
	PB2	λ_{32}	0.427	0.049	8.643	< .001	0.330	0.524
	PB3	λ_{33}	0.431	0.038	11.314	< .001	0.356	0.506

Table.5: Factor loadings with Estimates

Factor	Indicator	Symbol	Estimate	Std. Error	z-value	p	95% Confidence Interval	
							Lower	Upper
JM	PB4	λ_{34}	0.254	0.043	5.895	< .001	0.170	0.339
	JM1	λ_{41}	0.151	0.074	-2.030	0.042	-0.296	-0.005
	JM2	λ_{42}	0.177	0.053	-3.349	< .001	-0.281	-0.073
	JM3	λ_{43}	0.337	0.049	-6.948	< .001	-0.432	-0.242
	JM4	λ_{44}	0.323	0.047	-6.880	< .001	-0.415	-0.231
	JM5	λ_{45}	0.175	0.067	-2.611	0.009	-0.306	-0.044

It is evident from the Table that all the variables in the analysis have shown the significant relationship with the remaining all other variables. The level of employee engagement has shown the significant relation with the remaining variables and the corresponding standardized estimates are 0.358, 0.483, 0.373, 0.280 and 0.244 followed by employee job satisfaction is 0.320, 0.383, 0.333 and pay and benefits also have shown the significant relation and its standardized estimates are 0.485, 0.427 and 0.254. Therefore, it is evident from the analysis, shown the significant followed by job Motivation and its related variables estimates include 0.151, 0.177, 0.337, 0.323 and 0.175.

Table.6: Frequents Individual Item Reliability Statistics

Item	If item dropped
	Cronbach's α
LEE1	0.877
LLE2	0.875
LLE3	0.873
LLE4	0.872
LLE5	0.869
ELLS1	0.875
ELLS2	0.871
ELLS3	0.872
ELLS4	0.871
PB1	0.872
PB2	0.866
PB3	0.863
PB4	0.864
CCG1	0.872
CCG2	0.868
CCG3	0.866
CCG4	0.868
JM1	0.875
JM2	0.871
JM3	0.867
JM4	0.866
JM5	0.871
EMA1	0.862
EMA2	0.862
EMA3	0.862
EMA4	0.862
EMA5	0.862

Findings

1. The research demonstrates a substantial positive link between employee engagement (LLE) and job satisfaction (ELLS), with a Pearson's correlation coefficient of 0.160. This implies that in the corporate hospitals of Hyderabad and Secunderabad, Telangana, employees who are more involved likely to have better levels of job satisfaction.
2. Employee Engagement and Pay and Benefits: According to the study, there is a substantial positive link (Pearson's correlation coefficient of 0.272) between employee engagement (LLE) and pay and benefits (PB). This shows that employees are more likely to be involved in their work when they believe they are receiving greater compensation and perks.

3. Employee Engagement and Career Growth and Opportunity: With a Pearson correlation coefficient of 0.174, the analysis shows a substantial positive association between career growth and opportunity (CCG) and employee engagement (LLE). This suggests that workers who see opportunities for professional development and advancement are more engaged in their work.
4. Employee Engagement and Job Motivation: According to the study, there is a substantial positive association between job motivation and employee engagement, with a Pearson correlation coefficient of 0.232. This shows that motivated workers are more likely to be engaged in their work.
5. Employee Engagement and Reasons for Employee Attrition: Employee engagement (LLE) and reasons for employee attrition (EMA) are significantly positively correlated, according to the analysis, with a Pearson correlation coefficient of 0.304. According to this conclusion, through better staff engagement, attrition rates can be reduced in corporate hospitals.
6. Descriptive Statistics of Employee Engagement Factors: The estimated mean values for the LLE, ELLS, PB, CCG, JM, and EMA variables of employee engagement were examined. The factor "Employee Motivation and Attitude" (4.167) had the highest mean value, indicating that employees are generally driven and positive about their work.
7. Exploratory Factor Analysis (EFA): According to the EFA, there are five primary aspects that affect employee engagement: the degree of employee engagement, the degree of employee happiness, salary and benefits, career advancement, and job motivation. The factor loadings show the degree to which each factor and the accompanying indicators are correlated.
8. Confirmatory Factor Analysis (CFA): The EFA's elements were validated by the CFA, which also confirmed that the factors chosen accurately reflect the underlying structures of employee engagement in the context of corporate hospitals in Hyderabad and Secunderabad.
9. Individual Item Reliability: The Cronbach's alpha scores for each of the elements affecting employee engagement show that the assessment scale has good internal consistency and reliability. This implies that the items consistently measure the constructs they are meant to measure.

Conclusion:

According to the study, there are strong positive correlations between employee engagement and a number of variables, such as job satisfaction, compensation and benefits, career advancement, job motivation, and reasons for employee attrition. According to these results, increasing staff engagement may boost job satisfaction and lower attrition rates in corporate hospitals. The components and measurements included in the study also show strong reliability, which increases the trust in the study's findings.

References

1. Abhishek narasimha, dr. Neena pc (2023) motivation and engagement model to reduce attrition rate in indian it sector, the seybold report, vol 18, no:02, doi 10.17605/osf.io/7mbxr
2. Akade, A. S., & Padmanabhan, H. K. (2016). A Study of Employee Performance Appraisal at Paper Manufacturing Industry. *International Journal Of Advancement In Engineering Technology, Management and Applied Science*, 3(10), 142-151.
3. Arti Chandani, Mita Mehta, Akanksha Mall and Vashwee Khokhar (2016) Employee Engagement: A Review Paper on Factors Affecting Employee Engagement, *Indian Journal of Science and Technology*, Vol 9(15), April 2016, DOI: 10.17485/ijst/2016/v9i15/92145
4. Batta, A., & Kar, A. K. (2023). How does technostress during a pandemic affect employee attrition in IT/ITeS industries? *Insights from India*. *First Monday*, 28(2). <https://doi.org/10.5210/fm.v28i2.11412>
5. Duc Huu Bui, Anh Thi Tu Le, (2023), Improving employee engagement through organizational culture in the travel industry: Perspective from a developing country during Covid-19 pandemic, *Bui & Le, Cogent Business & Management* (2023), 10: 2232589, <https://doi.org/10.1080/23311975.2023.2232589>
6. Ekwunife Gabriel Okafor, Dibua Emmanuel, Nwosu Chike, *Organizational Support Perception As A Determinant For Employee Engagement*, *International Journal of Management & Entrepreneurship Research*, Vol. 5 No. 7 (2023), <https://doi.org/10.51594/ijmer.v5i7.513>
7. Frye, Alex; Boomhower, Christopher; Smith, Michael; Vitovsky, Lindsay; and Fabricant, Stacey (2018) "Employee Attrition: What Makes an Employee Quit?," *SMU Data Science Review*: Vol. 1: No. 1, Article 9. Available at: <https://scholar.smu.edu/datasciencereview/vol1/iss1/9>
8. Francesca Fallucchi, Francesca Fallucchi, Francesca Fallucchi, Francesca Fallucchi (2020) Predicting Employee Attrition Using Machine Learning Techniques. Volume 9 Issue 4, <https://doi.org/10.3390/computers9040086>
9. J. Ann Louisa Paul and Clayton Michael Fonceca, (2022), Attrition and Retention Practices in Healthcare Sector: Perception of Staff Nurses during Covid-19 Pandemic, *Journal of Academia and Industrial Research (JAIR)* Volume 11, Issue 1, Pages 11-15

10. Karishma Gajendra, Dr. J Gajendra Naidu, Kishore Jatty Gajendra and Kishan Jatty Gajendra, A study of employee attrition and retention strategies with special reference to telecom sector in Tamil Nadu, (2021), *Asian Journal of Commerce and Mangement*, AJMC 2021; 2(1): 01-06, <https://www.allcommercejournal.com/article/28/1-1-26-910.pdf>
11. Mitchell hoffman and steven tadelis (2021) people management skills, employee attrition, and manager rewards: an empirical analysis, *journal of political economy*, volume 129, number 1, <https://www.journals.uchicago.edu/doi/abs/10.1086/711409>
12. Mohsin, A., Brochado, A. and Rodrigues, H. (2023), "Mind the gap: a critical reflection on hotel employee turnover", *International Journal of Contemporary Hospitality Management*, Vol. 35 No. 7, pp. 2481-2495. <https://doi.org/10.1108/IJCHM-03-2022-0295>
13. Mc cartney, glenn, chi in, c.l. and pinto, j.s.d.a.f. (2022), "covid-19 impact on hospitality retail employees' turnover intentions", *international journal of contemporary hospitality management*, vol. 34 no. 6, pp. 2092-2112. <https://doi.org/10.1108/ijchm-08-2021-1053>
14. Manju Dhillon (2016) Attrition in Indian IT Sector. *International Conference on Recent Innovations in Science, Technology, Management & Environment*, 371-377, Indian Federation of United Nations Associations (IFUNA), New Delhi (India), http://www.ijstm.com/images/short_pdf/1466266533_324ijstm.pdf
15. Nidhi Shridhar Natrajan, Rinku Sanjeev, Sanjeev Kumar Singh, Achieving job performance from empowerment through the mediation of employee engagement: an empirical study, *Independent Journal of Management & Production*, Vol. 10 No. 3 (2019)
16. Naval Garg, Manju Mahipalan, Nidhi Sharma, (2023), Does workplace toxicity influence turnover intentions among Indian healthcare employees? Investigating the moderating role of gratitude, *Journal of Health Organization and Management*, Vol. 37 No. 2, pp. 250-272. <https://doi.org/10.1108/JHOM-08-2022-0233>
17. Priti Prajapati, Swapnil Prajapati, & Dr. Bijalben shah. (2023). Impact of globalisation on employee attrition and retention in indian it industry. *Epra international journal of multidisciplinary research (ijmr)*,9(2),123–127. Retrieved from <http://eprajournals.net/index.php/ijmr/article/view/1480>
18. Tatin Wahyanto, Nyoman Anita Damayanti, Stefanus Supriyanto, Sri Hartini, (2019), Effect of Happiness at Work on Employee Engagement and Intention to Stay of Hospital Employees, *Indian Journal of Public Health Research & Development* . Dec2019, Vol. 10 Issue 12, p2017-2022. 6p. DOI Number: 10.37506/v10/i12/2019/ijphrd/192170

Appendix

Abbreviations

LE	: Level of Engagement
ELLS	: Employee Levels of satisfaction
PB	: Pay and Benefits
CCG	: Career Growth and Opportunities
JM	: Job Motivation
EMA	: Employee Management Attrition