Organization Silence &Employee Engagement

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Abstract: **When the engagement in the organization done in an efficient and effective way the productivity and performances of the employees raises the standards of the ethics inside the organization where employees do voice out their feelings and working conditions. The main aim of this study was to explore the relation between Organizational Silence and Employee engagement and to identify the factors impacting employee engagement in context of organizational silence.**

Keywords: **Organization silence, Employee engagement, Communication, Performance, Organization.**

1. INTRODUCTION

Silence generally means no presence of sound. And Silence in an Organization resembles to not speaking out what you feel about the surrounding you are working in, the management you are working under. Organizational silence causes difficulties for the employees to communicate with the upper level associates in the management. Invariably, interest in voice has ranged from the high performance literature (Boxall and Macky, 2009), wherein it is conceived as part of a bundle of practices, to ethically driven notions of industrial citizenship (Wilkinson et al., 2009).

Now these above mentioned situations states nothing but a lack of professional confidence in the employee, less participation and unable to accelerate his full potential in the work he is performing.

1.1 About Organization Silence

Inside associations, individuals frequently need to settle on choices about whether to talk up or stay quiet – regardless of whether to share or withhold their thoughts, assessments, and concerns. They question "why the quiet?" in the human science of the work environment, not the brain research of individual specialists. They suggested that when most individuals from associations keep quiet about authoritative issues, quietness turns into a hierarchical quietness.

Silence cannot simply be defined as the opposite of voice. Silence in the organization just shows the power and authority of the top management has. Silence shows that the employees don't have the authority to make any decision and give any ideas or thoughts of their own. In addition, Employees mainly consider jobs that are more interesting, produce feelings of achievements, promote helpfulness and contribute to people's lives to be critical in achieving meaningful work (Bibby, 2001)This increased interest may be due to employees being better educated (Kompier, 2005) and increasingly questioning the nature and meaning of their work (Cartwright & Holmes, 2006).

For organization thriving and strength, it is extremely essential to feature the elements which are the significant causes of quietness. These are factors because of which authoritative quietness got rose. Fundamental birthplaces of quietness incorporate negative criticism of the best   supervisors; they overlook the message, assaulting the validity of the source. Workers under hierarchical quiet convey learning about the truth however because of the specific dangers they want to be quiet before their managers.

1.2 About Employee engagement

Researchers stated that employee engagement forecasts profitability, financial gains, enhanced performance, and organizational success. People at Hewitt indicated that they have developed a satisfying, effective relationship between engagement and profitability through higher productivity, sales, and customer satisfaction. There are statements addressing employee engagement come to light including employee's satisfaction and respect and pride in their employer.

Employees always give their best in them and deliver excellent results in terms of performing a work when employee engagement is bigger. Among world's finest organizations one is Gallup consulting, also embraces that it is employee engagement which is the main rope that drives business outcomes. The employee who is engaged is more productive, focused, and profitable and is a long term asset for the organization. Also, in most of the top notch organizations, employee engagement is the main way they do business with, in such organizations employee engagement surpasses a human resources initiative. Work engagement is driven by job characteristics such as providing skill variety, task identity, task significance, autonomy and feedback on results (Saks, 2006).

Employee engagement is very much important for any organization who aims to retain its employees. It is a must for the employer to have the capability to manage employee engagement which is directly related to its ability to achieve better business gains and a top notch of performance. It is important to value the effort of an engaged employee as employee engagement is directed towards the intention of the employee to stay with the organization for a longer period. However, workplaces with bigger levels of engagement focus on more profitability, more satisfied customers, and better financial gains. The definition and discriminant validity of engagement have been debated in the literature (Kular et al., 2008).

2. RESEARCH GAP

Gone through lots of papers and also the Review of literature, it can be said that there is no study between organizational silence and employee engagement, hence, to fulfill this research gap we are conducting this study in order to review the findings in various papers.

3. REVIEW OF LITERATURE

Communication plays the bigger role regarding the effectiveness of an organization (Hargie & Tourish, 1993; Dickson, Rainey & Hargie, 2003; Quinn & Hargie, 2004; Downs & Adrian, 2004; Robson & Tourish, 2005; Verčič, Vercic & Sriramesh, 2012) and occurs generally in almost all the workplace irrespective of the hierarchy. An Internal Communication development team has been positioned (Welch & Jackson, 2007) to capture some of the complications and difficulties of communication inside organizations. The team differentiates the dimensions of internal communication related to team peer, project group, line-manager and senior manager communication scale. Further, the next level includes the leadership of internal corporate communication in between the senior managers and all the employees, and this is a key concern of the current review because of the focus on organizational level engagement. Internal corporate communication is defined as: 'communication between an organization's strategic managers and its internal stakeholders, which is designated to promote commitment to the organization, a sense of belonging to it and also awareness of its changing environment and understanding of its evolving aims' (Welch & Jackson, 2007, p.193).

4. RESEARCH OBJECTIVES

1. To explore the relation between Organizational Silence and Employee engagement.

2. To identify the factors impacting employee engagement in context of organizational silence.

5. FINDINGS

Employees prefer jobs that are more interesting, gives them satisfaction, sense helpfulness and contribute to them lives to be achieving and do the meaningful work (Bibby, 2001) and so keeping this in top of the order the employer have to be in a state of management where he/she allows his employers to speak out loud for the false and enjoy the rights contributing towards the welfare of the company.

6. CONCLUSION

Review of the literature has given a strong connection between Organization Silence & Employee Engagement. Regardless of the importance of Organization Silence & Employee Engagement, approximately little research has been done in both the respected areas. Thus, this paper aims to further advocate and contribute towards empirical evidence on the relationship between Organization Silence & Employee Engagement. In addition to that, A major limitation of the study is on the absent of data to empirically test and confirm the hypothesized relationship. Therefore, a future research should consider to test the hypothesis as well as to confirm the conceptualized model in providing significant implications to the organization.

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