

Útdráttur

Markmið verkefnisins var að skoða helgun starfsmanna (e. employee engagement), fræðilegan bakgrunn þess og skoða tengsl þess við annað heldur þekktara fyrirbæri, hollustu til fyrirtækis (e. organizational commitment).

Rannsókn var gerð á félagsmönnum stéttarfélags á sviði flugmála. Lögð var fram rafræn könnun sem félagsmenn fengu sendan dulkóðaðan og órekjanlegan lykil að. Í þessari könnun voru bæði 12 kjarnaspurningar Gallup (GWA) og Hollustukvarði Mowday (OCQ) ásamt öðrum spurningum sem tengdust upplifun félagsmanna á starfi sínu og starfsumhverfi.

Í verkefninu er að finna skilgreiningar og fræðilega umfjöllun á hugtökum sem koma þar fram eins og *helgun starfsmanna* (e. employee engagement) og *hollusta til fyrirtækis* (e. organizational commitment).

Helstu niðurstöður rannsóknarinnar voru þær að sterk jákvæð tengsl fundust milli helgun starfsmanna og hollustu þeirra til fyrirtækis. Jákvæð tengsl fundust einnig milli starfsánægju félagsmanna og helgun þeirra í starfi. Einnig fundust jákvæð tengsl milli starfsánægju og hollustu til fyrirtækis. Marktæk neikvæð tengsl fundust milli starfsaldurs félagsmanna og helgunar í starfi.

Abstract

The aim of the thesis was to look at the subject employee engagement. The goal was to look at the empirical and theoretical background of the subject. Also to see if there was a connection between employee engagement and another more known subject, organizational commitment.

A study was conducted on members of a union in the field of aviation. Members received an encrypted and untracable key to an online survey. The survey included both Gallup's Work Audit (GWA) and Modway's Organizational Commitment Questionnaire with other questions related to how members experience their job and their job environment.

In the paper there are definitions and theoretical discussion about the main terms that appear as for example employee engagement and organizational commitment.

The main conclusion of the study was that there are strong positive connections between employee engagement and commitment to their organization. Positive connection was also found between job satisfaction and organizational commitment. Significant negative connection was found between period of employment and employee engagement.