

EMPLOYEE ENGAGEMENT AND JOB SATISFACTION IN EDO STATE INTERNAL REVENUE SERVICE

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Abstract

The objective of the study was to find out the effect of Employee Engagement on Job Satisfaction among employees of Edo State Internal Revenue Service located in Benin City, Edo State. The study adopted the positivism paradigm and utilized a descriptive cross sectional survey design. A 5-point Likert scale questionnaire, with 1 as strongly agreed and 5 as strongly disagreed drawn from pre-validated questionnaire was used to obtain data from randomly selected 105 employees from across all the departments of the Edo State Internal Revenue Service. The analytical methods employed for the study were descriptive and inferential statistics, using the Statistical Package for Social Science (SPSS) version 20. From the result of the study, mean indexes of 4.0 and above indicated that Employee Engagement and Job Satisfaction among employees were low. Also, a p-value of 0.043 at 0.05 significant level showed a positive significant relationship between Employee Engagement and Job Satisfaction among employees. The study therefore concluded that the higher the Employee Engagement in an organisation, the more job satisfied employees would be. To improve Employee Engagement, the study recommended that Edo State Internal Revenue Service should imbibe Employee Engagement friendly work policies, trainings and workshops for all its duty/departmental supervisors. Furthermore, interactive meetings between supervisors and subordinates should be held periodically for the purpose of getting feedbacks, carrying out evaluations and re-strategizing for better Employee Engagement.

Keywords: *Employee, Engagement, Job satisfaction, Edo State, Revenue Service, Herberg Theory.*