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EVALUATING THE CRITICAL FACTORS INFLUENCING WORK ENGAGEMENT IN NIGERIAN SME

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ABSTRACT

Globally, poor work engagement has promoted challenge that hinders reputable organisational from generating productivity. Various studies asserted that poor work engagement contributed to the adverse effect on global SMEs' performance. In Nigeria, poor work engagement has affected the SME sector and identified employee commitment, job satisfaction and job autonomy as the critical issues impeding employee engagement. Hence, this study examines the critical factors influencing work engagement in Nigerian SMEs. This study uses a population of 290 employees among 10 Top SMEs in the Lagos State of Nigeria. A sample of 165 questionnaires was distributed using a random sampling technique as a quantitative approach, received 150 questionnaires with a success rate of 90.9%. The research instruments were developed based on previous studies and theories and underwent validation using expert review. IBM-SPSS version 28.0 tool was adopted for correlation analysis to test the hypotheses. The results showed that employee commitment, job satisfaction, and job autonomy enhanced work engagement in Nigerian SMEs. In addition, it showed that improved employee commitment helped increase employee willingness to engage in the workplace. Adequate job satisfaction and autonomy helped foster greater work engagement of employees. In conclusion, employee commitment, job satisfaction and autonomy would contribute to work engagement. This study is significant in addressing the gap found in the previous studies while contributing to the body of knowledge and promoting the SME sector in the Lagos State of Nigeria.

Keywords: *Work Engagement; Employee Commitment; Job Satisfaction; Job Autonomy; SME*

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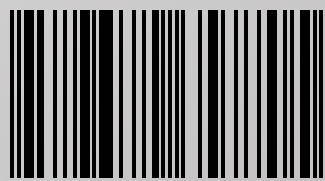
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