



DECISION MAKING PROCESS AND EMPLOYEE ENGAGEMENT AT HSBC BANK

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ABSTRACT: This research looks into the relationship between employee involvement and the decision-making process at HSBC Bank, with a focus on the impact of participative management practices on staff commitment, motivation, and overall organizational performance. Employees' feelings of inclusion, value, and trust in the workplace are heavily influenced by their sensible judgments. The analysis looks into how much HSBC Bank involves its workers in operational and strategic decision-making, as well as how this engagement affects their psychological commitment, job happiness, and willingness to support the company's goals. Structured questionnaires were used to assess employees' attitudes on leadership support, communication, and transparency in decision-making. The findings show that when employees participate actively in decision-making, they are more engaged, have higher morale, and are more dedicated to the organization. According to the poll, HSBC Bank need a transparent, comprehensive, and inclusive decision-making process that guarantees everyone has a voice in order to maintain long-term business performance and employee engagement.

Keywords: *Participative Decision Making, Employee Involvement, Organizational Commitment, Employee Motivation, Leadership Style*

I. INTRODUCTION

The decision-making process and employee involvement are both crucial to an organization's productivity and success. Decision-making is the deliberate process of identifying difficulties, assessing various possibilities, and choosing the best course of action to meet the organization's goals. It entails gathering relevant information, assessing various alternatives, and determining the best course of action. Employee engagement, on the other hand, refers to an employee's emotional commitment, passion, and enthusiasm for their business and work. Active personnel are more engaged, effective, and eager to contribute to the organization's success.

The decision-making process has a substantial impact on employee engagement in a firm. When employees are involved in decision-making, they feel respected and appreciated, which increases their dedication and sense of inclusion. When employees are allowed to express their opinions, suggestions, and ideas, participative decision-making produces better results. Furthermore, this involvement increases transparency and trust by improving communication between management and staff. Individuals' commitment to their jobs improves the organization's overall performance.

Employee engagement greatly improves decision-making processes. Engaged

employees are more likely to provide constructive criticism, solve problems in novel ways, and share helpful ideas. They take responsibility for their roles and participate in workplace events. Managers can make better decisions when staff are willing to help. Furthermore, engaged individuals are more likely to support organizational decisions and are more open to change, facilitating their implementation.

A well-organized decision-making process promotes justice, clarity, and inclusion, which increases employee engagement. When firms set clear regulations and include employees at the proper levels, people are less bewildered and have more faith in their leaders. When employees understand the reasoning behind decisions, they are much more likely to support them. Furthermore, this strategy promotes teamwork and coordination, which improves the work environment and gives employees a sense of empowerment.

As company conditions and competitive expectations have changed, modern firms have recognized the growing importance of employee involvement in decision-making. Employers recognize their employees' ability to innovate and boost productivity. Organizations can improve decision-making quality and employee engagement by thanking employees, providing feedback opportunities, and involving them. This integration produces a work environment that values respect, growth, and advancement.

II. STEPS OF DECISION-MAKING PROCESS



Identifying the Problem: The first step in the decision-making process is to identify a problem that has to be solved. This issue could occur as a result of a disparity between the current and ideal states of affairs, or because environmental changes bring possibilities or threats. Managers must constantly monitor the situation in order to quickly identify and describe the real problem. To make educated decisions, the topic must be accurately described. To complete this role efficiently, the following abilities are required: inventiveness, knowledge, and the capacity to recognize when managers must make judgments.

Diagnosing the Problem: To determine the true issue, consider the issue's components, scale, urgency, trajectory, and links to other issues. Managers must collect and rigorously examine all relevant data in order to identify the problem. To avoid symptoms being misunderstood as the actual problem, it is critical to determine the underlying cause of an illness. For example, if the real problem is bad engineering design, lowering manufacturing costs may be ineffective. The nature of problem (routine or strategic), its impact, future, frequency, and any key limiting or strategic factors can all be considered.

Discover Alternatives: The next step in the decision-making process is to evaluate a wide range of possibilities. Executives



should not quickly implement the first plausible solution. Decision-makers must use their imagination and creativity to identify and link choices that may not be immediately evident. When managers are supplied with a variety of options, they have more autonomy. However, management should stick to the concept of the limiting factor and focus on identifying strategic or crucial alternatives that are relevant to the current situation.

Evaluate Alternatives: After discovering the alternatives, it is required to assess them. This strategy entails weighing the benefits and drawbacks of each option, as well as the associated expenses and rewards. It is critical that you use your skills and discernment to decide which option is superior. It is advised that you consider both quantitative and qualitative aspects, such as risk, resources, and time. To make the best option, management should set evaluation criteria that consider the organization's limited resources, the amount of labor required, time restrictions, and risk.

Select the Best Alternative: The best option is decided after a thorough evaluation of the possibilities. The optimal decision is the one that yields the best results under the given circumstances. This is a fundamental decision-making process that separates effective from ineffective administrators. The best suited solution is determined by research, analysis, experiments, and prior experience.

Implementation and Follow-up: The first phase in the implementation process is to interact with individuals and solicit feedback after the decision-making process. Resources, protocols, and timeframes must be established to support implementation. Continuous monitoring

ensures that the expected outcomes are met and that progress is being made. Individuals may be allocated specialized roles as needed. The decision's success is assessed using frequent updates on developments. Herbert Simon's decision-making process consists of three steps: intelligence activity (identifying the issue, establishing objectives, and gathering information), decision activity (developing and evaluating options), and choice activity (selecting the best course of action and then implementing it).

III. LITERATURE SURVEY

Taslim, Rosnani & Fauzan (2025): This comprehensive research looks into the growing impact of artificial intelligence (AI) on human resource decision-making, as well as its impact on employee engagement, involvement, and trust in company procedures. We analyzed a wide set of peer-reviewed research articles on AI-driven hiring, performance evaluation, workforce planning, and staff management decisions. According to the findings, ensuring that AI-supported decision-making processes are visible and available to all prospective participants significantly improves employee engagement. When employees were informed about the decision-making process and given the opportunity to express their views, they were more likely to adopt technological solutions. The research also emphasized the significance of being fair, honest, and ethical in order to maintain employees' trust and interest in the use of AI-based decision systems. The survey also demonstrated that firms must strike a balance between effective use of technology and human interaction in order to maintain employees' passion for their



jobs. The research found that AI-assisted decision-making methods including all parties boost firm efficacy, worker engagement, and trust.

Gede & Huluka (2024): Gede and Huluka investigated the effect of employee participation in decision-making on organizational performance and engagement in higher education. According to the research, employees who participated in institutional decision-making had better levels of involvement, dedication, and passion at work. Employees who participated in decision-making created a sense of belonging and were more committed to the organization's goals. The research also demonstrated the value of organizational culture and leadership support in promoting participatory decision-making. Clear decision-making procedures increased employee trust and promoted the formation of stronger working relationships. Furthermore, the survey found that engaged employees are more dedicated to the company's success, productive, and innovative. According to the paper, participatory decision-making is an important strategy for improving organizational performance and enhancing employee engagement.

Nguyen & Tran (2023): Nguyen and Tran investigated the effect of leaders' decision-making styles on employee engagement in firms. The analysis found that democratic and participatory decision-making approaches significantly improve employee engagement. When CEOs supported employee participation, employees reported higher levels of satisfaction and engagement. Participatory leadership led to improved communication skills and employee trust. The research

emphasized the importance of openness and employee involvement in engaging employees. Workers who participated in the decision-making process indicated more emotional and mental commitment. According to the report, leaders' decision-making styles have a significant impact on staff engagement.

Singh & Aggarwal (2022): Singh and Aggarwal investigated the effect of executive decision equity and transparency on employee engagement and organizational commitment. The investigation looked at how employees' opinions of the impartiality of decision-making procedures affected their motivation, contentment, and trust in management. The findings revealed that clear decision-making boosts employee engagement significantly by decreasing ambiguity and instilling trust in leadership. When employees understood the organization's decision-making process, they felt more secure, appreciated, and motivated to contribute to the company's success. Furthermore, the research found that when employees receive fair evaluations of their performance, promotions, and awards, their morale and contentment improve. The use of transparent decision-making communication improved the company's interpersonal ties while also mitigating workplace concerns.

Ahmed & Shafiq (2021): Ahmed and Shafiq investigated the effects of participatory decision-making on employee engagement, job satisfaction, and organizational commitment in a variety of organizational settings. The research looked at how employee involvement in organizational decision-making affected their emotional and

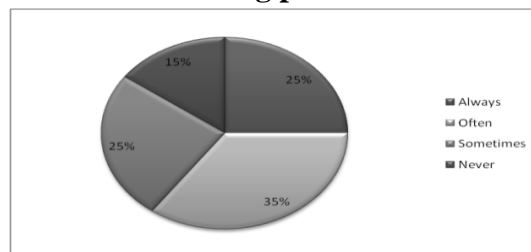
psychological relationships to the enterprise. The findings revealed that employees who participated in decision-making were significantly more engaged and driven than those who were not. Workers felt a stronger feeling of accountability, belonging, and ownership in the organization's outcomes as a result of their participation in decision-making. The poll also found that allowing employees to express their ideas fosters feelings of respect and appreciation. As a result, they are more confident in management. Furthermore, participatory decision-making improved communication between leaders and employees, lowering miscommunication and conflict in the workplace. According to the research, making decisions including all parties improves the workplace and increases the possibility of employees cooperating, producing new ideas, and functioning as a team. It was established that participative decision-making is vital for improving organizational performance, strengthening internal connections, and increasing employee engagement.

Bhatti et al. (2020): Bhatti et al. explored the relationship between participatory decision-making and employee engagement in corporate settings, focusing on how employee participation in decision-making processes affects job satisfaction, motivation, and commitment. According to the research, participatory decision-making significantly increases employee engagement by allowing employees to share their perspectives. Participation in decision-making processes resulted in increased psychological and affective loyalty to the company. According to the research, when individuals participate, they feel a feeling

of accountability and ownership over the work, which motivates them to improve their performance and help the organization achieve its goals. Furthermore, the research found that participatory decision-making improves communication between management and employees, reduces workplace conflicts, and strengthens internal relationships inside the firm. When their managers listened to their staff, they felt more respected and appreciated, which increased their faith in them. The research contends that participatory decision-making is critical for increasing employee engagement, loyalty, and overall performance.

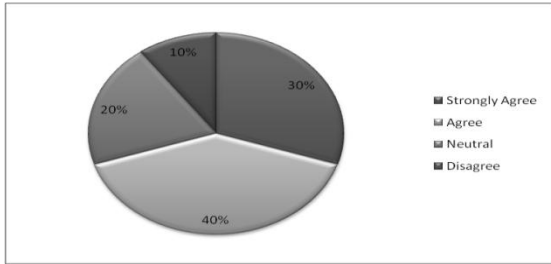
IV. DATA ANALYSIS AND INTERPRETATION

1. How frequently do you participate in the decision-making process at HSBC?



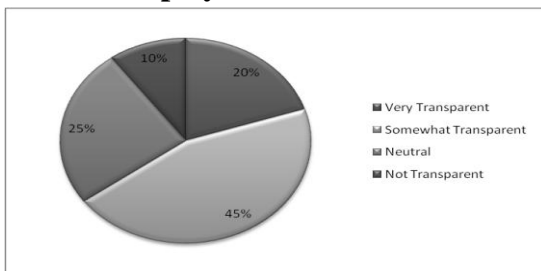
According to the research, 35 people (35%) are frequently involved in decision-making at HSBC, while 25 are always involved. The 60% involvement percentage suggests that the decision-making culture is relatively inclusive. Nonetheless, 15 respondents (15%) are never involved, and 25 respondents (25%) are just occasionally involved. This indicates that there is room for improvement in the consistent involvement of employees at all levels.

2. Do you believe that your opinions are important during team meetings?



Thirty (30%) people highly agree, and forty (40%) believe their viewpoints are important in team talks. The solid 70% affirmative answer reflects HSBC's friendly team environment. In the meantime, 20 people (20%) remain uncertain. Ten individuals (10%) believe that their ideas are insignificant, demonstrating the importance of inclusive communication.

3. How transparent is HSBC when it comes to employee-related decisions?



The findings show that 45 out of 100 respondents (45%) believe decision transparency is fairly high, while 20 out of 100 respondents (20%) say it is extremely high. This means that the organization communicates with a reasonable level of transparency. Nonetheless, ten percent of respondents (10%) believe there is a lack of transparency, while twenty-five percent are impartial. Implementing more transparent decision-making processes may help to boost employee confidence.

V. CONCLUSION

The decision-making process has a substantial impact on employee engagement in a firm. Employees' motivation and dedication to the

company's goals are increased when they participate in decision-making, as they gain a sense of trust, respect, and value. Employees gain a sense of accountability and ownership when decisions are made in an open, organized, and systematic manner. This improves job happiness and performance. Nonetheless, choices made centrally without staff input may have a negative influence on morale and enthusiasm. As a result, firms that use participative and ethical decision-making techniques are much more likely to build an organizational culture that fosters long-term success, as well as attract and retain highly engaged employees.

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