

How To Engage Employees Throughout the Employee Lifecycle

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Employee engagement refers to the level of enthusiasm and dedication that an employee feels about the job (Jesslyn & Abryanto, 2022). Basically, it is the key to unlocking productivity and efficiency by which the employee and organisation got benefitted. The role of human resources in the employee management process is indescribable because it supports employees from economic and non-economic perspectives. If the employee engagement process can be done properly, it provides more benefits such as motivated employees, a friendly environment and improved customer service. The employee lifecycle includes six stages that help to develop new and talented employees for the long-term process. The Whole essay has a reflection on the Royal National hotel. The essay covers the role of HR in employee engagement, the advantages of employee engagement, the employee lifecycle, the Employee engagement model and its implementation.

Based on the critical evaluation and following the context, The Royal national hotel has been chosen which is located in Woburn Place, Bloomsbury, central London, England. By the number of rooms, the hotel is recognised as the largest number of hotels across the United Kingdom which has 1630 rooms and is eight storeys tall (Jeffrey et al., 2019).

The role of human resources in employee engagement is the basic responsibility by which every leader, manager and stakeholder engages with the organisation internally and externally. The HR section has oversight of multiple areas which create influence on employee engagement that ensures the key drivers are addressed. Its mediating role and people focus enable HR mainspring in all the top-performing companies. Now the role of human resources in employee engagement is provided as follows,

Inspire and Motivate People: The Hotel's manager inspires and motivates the employees which helps to increase the employee's productivity and efficiency (Johnson, 2018). By empowering managers and providing them required resources and tools, The company's HR department can contribute to the achievement of the company's mission, vision and objectives. Onboarding programs led by an HR for newly appointed managers is a primary step that helps to develop the company's culture which also supports and

promotes employee engagement as a clear expectation. Besides, to motivate and inspire team members, the managers learn the techniques from the organisational culture and different skill development programs organised by the Hotel.

Understanding the hotel's contribution and objectives: For overseeing the Hotel's annual performance appraisal, the HR professionals are responsible that increasing employee performance and effectiveness. Understanding the biggest picture of the organisation, the performance review process by HR plays a significant role to achieve the company's objective.

Safeguarding the company's culture: By safeguarding the company's culture, HR facilitates the company's employee engagement process (Madzhi, 2019). The process of safeguarding a company's culture can be attained by maintaining two ways. First of all, Talented and new employees can be recruited and introduced to the company's culture by arranging different training programs. Secondly, by regularly communicating to staff members the organisation's values, HR acts as a custodian of company culture. All of the employees and managers should maintain a good relationship to maintain the workflow constant in the working environment.

Appreciating staff and their contribution: In every company, Staff has been recognised as the key driver of employee commitment and engagement (Chitando, 2020). If the employees feel motivated and committed to the workplace, a friendly and productive working environment can be built. This is the difference between motivated and non-motivated employees. Because non-motivated workers are less productive and effective than productive employees. The HR also try to appreciate the contribution of the employees so that employees feel like a significant part of the organisation.

From the perspective of the Hotel, understanding employee engagement is most likely important to know about the interest of employees whether the employees love to do their job or not (Kissida, 2017). Because, knowing the issues depends on the achievement of the company's mission, vision and objectives. Now, the ways of engaging employees are as follows,

First of all, the company's HR spend time with the employees to know about them. Getting to know the employees is an effective and easy way of engaging employees. Besides, knowing about their families, backgrounds and personal goals help the HR professionals to create a strong perception which helps to control and work with them. Secondly, As the hotel's HR, the company have to provide the employees with relevant tools for success. In this situation, knowing and reading the employee's mind is important and helpful to understand what they can or can not do. Based on skills and experiences, training programs can be arranged to develop their skills, knowledge and confidence. Thirdly, the hotel's HR should provide the employee's knowledge regarding the company's culture, information, mission, vision and objectives that enable them to be proactive to achieve them (Horswell et al., 2020). Fourthly, the hotel's managers should give them opportunities to grow their skills and opportunities that help the organisations to achieve their mission, vision and objectives. Eventually, the hotel's HR should create a friendly working environment so that they can work freely and effectively.

To ensure the employees are committed to the business values and goals, Employee engagement plays a significant role in the competitive environment (Smith, 2019). Now, the advantages of engaging a team from the perspective of Royal national hotel are as follows,

First of all, the employees have increased commitment and desire to give the best at the Fourthly, it creates a friendly working environment and more loyal staff to the organisation (Greenwood, 2021). Eventually, the more engaged team focuses on improved customer service.

A organisational model, the employee lifecycle, is used to visualise how the employees engage with the organisation, the employee lifecycle model includes six stages includes attraction, Recruitment, Onboarding, Development, Retention and Separation (Saltzman et al., 2020). Now, the lifecycle is described as follows,

Without the employee attraction stage, the hotel may fail. It is the first stage of the employee lifecycle model which focuses on an innovative and strong product or service. The employee attraction stage also follows the qualified and talented employees that also work for the company's growth. The second important stage employee lifecycle model is

to recruit talented and qualified that will create a huge contribution to the organisation's objectives and values (Kennedy & Matthews, 2017). Organising a clear requirement process gets the company benefits. An optimal candidate experience and collaborative hiring process are offered by the best types of recruitment plans. After recruiting new employees to the organisation, the onboarding process takes place. The company should know properly the strengths and weaknesses of the employees which gives a better perception regarding the working knowledge of employees in the environment. In this situation, the organisation can organise different types of training programs to develop newly recruited employees with the working culture of the company. After accomplishing all the steps of the onboarding process, the development process is taking place in the organisation (Padron, 2020). The hotel works for professional development by organising different types of skill development programs which help the employee to create a better future in the competitive environment. One of the significant stages of the employee lifecycle model is employee retention. The company focuses on the top and talented employees and ensures their happiness in the working environment. If the company's culture is poor, the higher employee turnover rate increases. The company should maintain a good relationship between the employer and employees due to achieve their short- and long-term goals. Employee separation is the significant stage like the onboarding stage of the employee lifecycle (Rony, 2018). The employee lifecycle means concludes a retirement, new employment or personal reasons. The HR professionals of the company should take effective measures so that any type of negative impact cannot create a bad influence on the employee's mind due to the leave of an employee.

Employee engagement refers to the level of enthusiasm and dedication that an employee feels about the job. The proper employee engagement process can create a positive impact on the workplace that creates productivity and efficiency of the workplace (Kobayashi, 2019). Employees can be engaged by following several ways. How the employees can be engaged which is provided as examples: By establishing a friendly working culture, a well-done onboarding process, providing innovative and effective working tools to ensure success, Providing training and development opportunities, good leadership and Good internal communication.

The most popular employee management model is the JD-R model which was developed in 2006 (Kaufman, 2016). The researcher Evangelia Demerouti and Arnold Bakker developed a model which only addressed a limited number of variables. Besides, the model had not been applied to all people or sectors. Bakker and Demerouti's model included a wide range of resources and demands, to address these perceived limitations as follows, the model divided the working condition into two parts Job resources and Job demands. First of all, job demands refer to the emotional and physical stressors in a role which include a heavy workload, time pressures, role ambiguity, and a stressful working environment (Jayarathna, 2019). On the other hand, Job resources refer to the organisation, physical and social elements which assist an individual to achieve objectives and decrease stress that includes strong work relationships, autonomy, coaching as well as mentoring, and opportunities for improvement. The model states that the Job positives are low and stressful when the job demands are high. In contrast, the effects of extreme job demands can be offset by the good job positives, and encourage engagement as well as motivation (Brough & Biggs, 2019).

The implementation of the Job Demands-resources model is as follows, first of all, the company should identify job demands and start noticing stressors that may create a negative impact on the performance of the employees that include a high volume of work, short deadlines, few opportunities to work, complex or boring projects etc (Potocka & Waszkowska, 2018). Secondly, the company should address job demands. In the section, Identifying the negative things, positive measures have to be taken. Besides, the company should ensure that the employees get their tasks according to their qualifications and experiences. Thirdly, the possible job resources should be identified by the company and promoted which include training & development, Mentoring & coaching opportunities, clearer goals, and increased autonomy. Eventually, the company should promote the job resources or positives. The company can arrange different types of development programs to develop the employee's knowledge and skills. Learning and development enable good working relationships and reduce job stress within the competitive market (Sheraz et al., 2017).

In the industry, Employee engagement is the basic and significant factor which increases values, and relationships among the employees. The most popular hotel Hilton hotel London metropole adopt the Gallup employee management model (Kirby, 2017). On the other hand, the Cumberland hotel adopts the Zinger model that focuses on employee psychology, engagement, assistance and burnout.

At the end of the discussion, it can be concluded that the proper employee engagement process develops the employee's skills and experiences. Every hotel like Royal National should create an effective plan to accomplish the whole process effectively. The HR should focus on the employee lifecycle by which the new and talented employees can be developed for the organisation. Eventually, the company should motivate and support the employees so that they feel like an important part of the company which may increase their productivity and efficiency in the workplace.

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