

Managing people (LCBB5004)

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INTRODUCTION

Employees engagement refers to the involvement to people of the company in various business activities and tasks which helps the company to achieve its common desired goals and which serves as the major function of human resource management. It lays down fundamental concept of relationship between an organization and its employees. Marks & Spencer is a multinational chain of retailers which is being based out of UK that provides wide variety of products in clothing and various others. Present report will assess to various concepts, drivers of employees engagement, tools to measure the same and employees value proposition and strategies.

MAIN BODY

Concept and Drivers of employee engagement:

The concept of Employee engagement approach states right condition for the member of the Marks and Spencer to give cent percent everyday in committed with the company and motivate to work for company and achieve the company's target goal (Antony, 2018). It is based on the trust, respect, communication between the employees and employer in the company working for. It increases the productivity, performance of the employees and help to get success in the market. It is the satisfaction level of the employee for the work and along with work other cultural activities, games and event happened in the company. Drivers of employment engagement are the method of the company that are used to for the further data and shows the company weakness and strength and the area of the field need to be improved by the company. This help the company to overcome the problems faced by employee and provide satisfaction to increase their productivity and achieve the target goal of the company. This method are as follows:

- **Autonomy:** It inspires the employees to do their work and make their own decision for the work. It Means freedom to manage own work and time given by the company with their expertise and skills to do the work without any interruption of any other employee or company(Gupta, Sharma, 2016).
- **Capacity:** This is very important for the company to know the capacity of the employees for the work by physically and mentally. Employee must be capable of doing work within the time limit of work done for the company. This shows how employees feels comfortable about the work and the energy to get the work done.
- **Co worker relationship:** Relationship between the employees of the work and co-worker. When all team member have the respect for each other which result in positive relationship

and environment in the company leads to trust for each other. Employee engagement will increase and maintain in the company which leads to achieve the target goals of the company.

- **Fairness:** Employee engagements is not all about relationship but also about how fair employee feels about the work, company, and treated compare to others within the organization. Employees always compare themselves to others about the work and getting attention by the company either by appraisal and rewards.
- **Feedback:** Company should take the feedback about the work and the required changes that should be done by the company and to overcome that negative points. This help the company to improve the management and working condition, also motivate and engage them to stay with the company for a long time. Continuous feedback lead to better engagement and relation between the employer and employee relationship(Burnett, Lisk, 2019).
- **Professional development:** This drives the employees to increase the career opportunities and growth given by the managers and the company to support the employee and develop the skills. They provide the right resources that motivate the employees to take the advantage to get the opportunities to developed themselves.

Tools to measure engagement.

The most common tools to measure is survey in organization. Measuring tools help the company to know about the employee feelings about the work and company. It gives the employees more satisfaction, more productivity in the work help the company to achieve its target. This tools which are used to measure the engagement are;

- **Pulse survey:** It shows the feeling of the employee for the work every day about the professional and personal life that help the company to know about their employees and feeling they are going with. This survey gives the employee satisfaction to engage with the company and feels important in the company individually. Marks and Spence can take this survey every day of their employees before starting their work which gives consistent vibes in the office. Its just done with 5-10 questions about the feeling of employee at work and what they want to change in the company.

- **1-on -1 :** It is done with the one on one interaction between employee and the employer in the company either by formal or informal chat is a great way to know the employee feelings and what are they going with(Wilkins, 2018). Its main advantage is that it remains private between the employee and employer, safe conversation between them and more details survey on each issue and feeling of the employee can be known by the employer. Employer duty is remove the obstacles of the employees and feels important in the company about the valuable feedback that have been agreed by the company.
- **Stay/Exist interview:** This survey help the company to get the feedback and find out the reasons of the employees that want to engage or leaves with the organization. Exist interview is, most common interview done the company for the employees valuable feedback and finds the reason for leaving the company. But the unique survey is interview for the existing employees that engaged with company for long period and happy feeling staying with the same company. Whereas Exist interview help the company to find out the reason for the leaving the organization and can improve the engagement and working condition to achieve the target goal of the company.
- **eNPS survey:** net promoter score is simplest and effective way to engage with the people and to measure the engagement with the employees (Schweikhart, 2019). This survey shows the ratings given by the employees and the customers about the company on various questions like:
 1. One thing that make work place happy?
 2. Will you recommend other to join the company?
 3. Is it a good place to work?
 4. How is management team and leader of the Marks and Spencer?

They company have to use this survey very frequently with the employees to get the feedback about the company and can be improved by the company for the good environment at work and gives the satisfaction to employees which help the company to achieve their target goal on time.

Employees Value proposition and strategies

Employees value proposition refers to the unique set of benefits that employees in the company receives in return to capabilities, skills and experience which they bring in to the company. It encompasses various reasons for which the employees are motivated and proud of working in Marks and Spencer which could account to the culture which is highly distinctive and

a vision which is inspiring. This could be by various means where the company can account to have value proposition which results in employees engagement such as:

Providing adequate compensation which is being fair and satisfactory for employees which helps in fulfilment of their needs and wants and which in turn leads to deriving of there higher productivity to achieve the desired goals of the company and should be in regards with the job role they are being performing which does not lead to a thought in individual that is being low with what work they are being doing and can be in terms and not low in terms of an average pay in industry, which derives value for the employees at the workplace and helps in deriving there focus, dedication and commitment towards what they do as compensation is the foundation for any employee in the company to do or perform the job role (Al-dalahmeh, Khalaf, Obeidat,2018). Employees value proposition accounts to fair evaluation system in the company which is being related with the compensation and reward system as it helps in deriving employees satisfaction which accounts to employees thinking that company is being taking efforts which helps in contribution towards employees engagement as a result helps in building out the relationship which is being fruitful in nature and which is being long-lasting which in turn helps the company in a manner to retain talented, skilled employees who contribute and foster the growth of the company.

The next thing which accounts to creating value proposition to employees is providing with various benefits such as time off from the work which helps in providing with flexibility in doing there tasks accordingly. It also accounts to providing holidays, various insurance and other policies, celebrating festivals, accounting with there satisfaction with the system, various retirement benefits, benefits not for individual but for family as well which can be terms of providing education and various others which serves as the means for employees long term association with the company and leads top fulfilment of their desired goals in life (Ahmed, 2019).

Employees value proposition also accounts in the company when employees are being provided with the **ability and chance to develop and progress in there career** which account to continuous learning and developing new skills which could be by the means of various training and development programs as a result leads to employees satisfaction at the workplace and leads to increased productivity to achieve the goals of the company. It could account to various feedbacks which can lay down various areas of improvement which will guide in career progress (Rodrigues da Costa, L. Maria Correia Loureiro, 2019).

This lies in **working environment and culture** which is being highly fun-loving and supportive in nature whereby leaders and managers of the company serves as the support system for employees where they identify needs and wants of the same which in turn helps in deriving employees happiness at the workplace to achieve the targets.

It accounts with providing **safe working environment** which helps employees against all hazardous situations and helps in protecting them from any accidents which leads to developing an understanding on the part of employees that they are working under situations which are being safe and protective (Koch, 2019).

It lies with **various recognition, praise, appraisal, promotion** and various others which proves out the worth of employees and leads to deriving of employees value proposition

There are various strategies that accounts with raising engagement of employees at workplace such as **upholding the core values** of the company which needs to clearly being explained to employees from day one and which guides employees to achieve the same and accounts to there engagement.

The company strategy needs to account with recognizing **potential** of individuals and holding them responsible for various decision-making which guides there career path in favourable manner and which accounts employees in providing various opportunities for growth.

The company needs adopt taking to **various honest feedbacks** which can be in relation to various improvements which needs to be made in various areas to improve upon business operation, process that accounts to have high level of involvement on the part of employees that contributes in growth of the company (Naim, Lenka,2017).

The company needs to account to have **revamping office space** which is being related with developing working space which is highly attractive and is being comfortable for employees which gives rise to various ideas that are creative and innovative and helps employees in there contribution to the company.

CONCLUSION

From the above report it is being understood that there are various things which accounts to engagement of employees at the workplace which helps in deriving satisfaction of employees and which accounts to increase in the productivity and efficiency of employees which as a result helps the company to achieve the common desired goals. The report laid to the understanding of various concepts and drivers of engagement of employees at the workplace, made to the

understanding of various tools to measure engagement, which lastly constructed an employees value proposition from previously covered analysis and idea and laid strategies to raise engagement of employees.

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