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Student's Name:

Teacher Name: Deborah Lloyd

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Introduction

Human resource management practices in hotels that consider the whole range of their activities must place a premium on employee satisfaction and commitment. Employee engagement is the process of keeping people interested in and dedicated to the goals of the firm (Dollins and Stemmle, 2021). It is crucial for the success of any business to ensure that its employees feel valued and motivated. It's also important to stress that employee participation is an ongoing habit rather than a one-off event. An organization's ability to engage employees throughout their job lifetime is directly correlated with its recognition of human resources' importance. The whole working life of the employee is significant (Thompson, 2019). The HR departments of major hotels must be conscious of the relevance of maintaining employee engagement and enthusiasm throughout their careers.

Characteristics of Generation Y and Generation Z

Generation Y, or Millennials, born between 1981 and 1996, are known for their technological proficiency, adaptability to emerging tech, and a penchant for entrepreneurship. They prioritize work-life balance and are committed to driving societal change through social justice and environmental initiatives.

Generation Z, born between 1997 and 2012, is the first generation raised in the social media and smartphone era. They are marked by their strong activism, advocating for issues like climate change, and racial equality. This generation is exceptionally diverse and multicultural, with a pragmatic approach to their career paths due to economic volatility and social unrest.

Both generations exhibit variations in their characteristics, but these broad descriptions provide insights into their overarching values and priorities.

The Role of Human Resource Management in Engaging Employees

The function of human resources in inspiring employees is crucial. Human resources experts are vital to every business because of the workforce they hire, train, and manage on a daily basis. They must also ensure that workers have access to the resources, training, and moral support they need to do their jobs well (Archer, 2017). Managers of human resources are accountable for creating a welcoming work environment that encourages employees to work together and build trust with one another. On top of that, they need to be on the lookout for problems that dampen morale and do everything they can to address them. Human resources is essential in keeping workers interested in their jobs over time. To this end, it is crucial to help individuals advance in their professions and acquire the knowledge and abilities they'll need to succeed in their current positions (Bardhan, 2022). Human resources may help workers more effectively carry out their responsibilities by providing them with comprehensive job descriptions, a system for managing their performance, and other necessary documentation.

Employee lifecycle

Companies can't function without their staff, so it's in the best interests of everyone to do what it takes to keep workers enthused about going to the office every day. Every member of the team has to do their share to ensure employee satisfaction and productivity throughout the employment lifetime. Recruitment is the first stage of the employment lifetime (Card & Ransom, 2017). The credibility of an organisation is crucial in attracting top personnel. The best way to attract and keep talented employees is to build a strong reputation as an employer, provide competitive compensation and benefits, and highlight the company's values and culture. It is important for businesses to advertise themselves on sites frequented by potential workers, such as social media and job boards (Archer, 2017).

Referral incentives and incentive schemes may be proposed by businesses as a means of encouraging current employees to recommend friends, family, and household members for open jobs. Recruiting is the second stage of the employee lifecycle, which

focuses on maintaining employee engagement. To successfully fill unfilled jobs, human resources departments at big hotels need efficient recruiting tactics. To do this, one must be well-versed in the skills, education, and experience that are essential for success in a wide range of professional contexts (Dollins and Stemmle, 2021). It is also important to have a well-structured recruiting process to ensure that the proper people are selected and given the support they require to achieve their goals.

Employee retention is directly proportional to the quality of the onboarding process. Human resources ensures that all new hires get the resources they need to quickly settle in and feel valued. To achieve this goal, an efficient onboarding process is provided so that new employees may quickly have access to relevant resources and begin learning. Moreover, each employee need a tailored onboarding procedure.

The fourth stage of the life cycle of an employee is the development stage, which makes sense given the importance of fostering employee commitment to the firm.

Human resources departments are responsible for providing employees with enough opportunities for career growth (Grabam and Toussaint, 2018). That's why it's important to provide workers the means to further their education.

The fifth and maybe most important phase of an employee's life cycle is retention. Human resources departments provide the inspiration and tools for workers to give their all at work. This includes competitive pay and benefits as well as opportunities for personal and expert development. Human resources should also endeavour to make the company a place where employees of diverse backgrounds and experiences feel valued and appreciated (Stadter, 2014).

The process of employee separation is an integral aspect of the engagement cycle and the last stage of the employee life cycle. This comprises actions like conducting exit interviews and providing feedback on employee performance. Human resources should also help departing employees settle into their new roles by providing them with the resources they'll need.

The way to engage your team

Companies should create an environment that motivates and excites their employees (Gupta, 2019). To increase employee enthusiasm, businesses should foster a culture that values employees' independence, appreciation, and professional development. Providing workers with more autonomy in their job is one method to keep them engaged. Allowing children to choose their own hours and pursue their own interests is essential. Workers may be more willing to take on new tasks if they are given more autonomy to make choices on their own accord (Hyman, 2018). It's important for kids to feel that their efforts and results are their own. Companies may demonstrate their gratitude for their employees by giving them awards. Recognising individuals for their achievements is crucial, and this can be done in a number of ways, from handing out trophies to just saying "thank you" from the heart. Including an appreciation programme is a terrific approach to boost morale and motivate employees to go above and beyond the call of duty.

The second way to get people interested is to provide them opportunities to learn and advance in their careers. This might take the form of training, mentorship, or any other kind of assistance with professional development (Krutz and Fry, 2019). It may make employees feel more appreciated and provide them the chance to grow professionally. The third tactic to motivate productivity is to introduce a new model of employee involvement. An employee engagement model's goal is to provide criteria for measuring and boosting involvement in the workplace. It's possible to gauge workers' satisfaction on the job using surveys, deep interviews, and focus groups. Employee turnover, absences, and engagement surveys all provide insight into potential areas for development within a business. Data collected in this manner may be utilised by companies to develop employee engagement initiatives.

Employee Engagement Model and How It Could Be Implemented

The Gallup Model of Employee Engagement is a comprehensive strategy for developing an engaged workplace culture. The hospitality industry is one that has adopted this strategy for human resource management. Gallup's research approach is built on the four

pillars of "meaning," "accomplishment," "development," and "appreciation." Identifying and articulating a specific objective is the first stage in developing a strategy to increase employee engagement. The goal statement should be interesting to the team and consistent with the company's mission. Meetings, one-on-one conversations, and other events that stress the importance of the company's mission might help achieve this goal. "Performance" is a second factor of employee engagement in the Gallup model. Examples of this strategy include providing employees with the tools they need to set and achieve quantifiable goals that align with the stated goal of the business. To ensure that the most stringent requirements are always being met, it is essential to conduct regular reviews of employee performance and provide constructive feedback (Kühnen, 2021). Gallup uncovered a third component of the model, which is stimulating additional growth. Employees should be given opportunities to rise within their existing organisations. There is the opportunity to gain knowledge from seasoned experts, participate in official and informal training courses, and get financial rewards based on personal performance. Finally, the Gallup model recommends some kind of incentive for employees for their hard work. Therefore, productivity rises as employees feel encouraged to continue providing their best on the job.

Employee engagement is essential because it increases workers' satisfaction with their jobs, their productivity, and their loyalty to the company. According to Macey and Fink (2020), the Gallup Employee Engagement Model offers a failsafe method for sustaining employee participation across a company's life cycle. One method to implement the model is to encourage its core tenets, such as doubling down on successes. The goal of this section of the model is to help workers identify and develop their strengths. This may be accomplished in the workplace in a number of ways, including providing constructive criticism and direction and encouraging employees to concentrate on their strengths. Possibilities for staff development and collaboration are also beneficial (Mattox, 2016). Jobs and employee involvement that provide workers a feeling of agency and value are two ways in which the Gallup model may gain traction. It calls for delegating defined responsibilities to each worker and giving them room to use discretion. When employees are given a voice in workplace choices, they may respond with more enthusiasm and pride. Last but not least, the Gallup model might be implemented via the use of rewards

and incentives for employees. This section of the plan provides financial compensation to employees (Ringard, 2020). Money, rituals, or other expressions of gratitude might be utilized for this purpose. It's possible that giving workers chances to learn and grow as individuals and as a unit might encourage them to care more about the company's success. In order to maintain long-term employee enthusiasm, a big hotel may use the Gallup Employee Engagement Model. The hotel may maintain a happy and committed workforce by investing in its employees' strengths, providing them with challenging and interesting work, and recognising and rewarding their efforts. Customer satisfaction is crucial in the hospitality industry, therefore it's important to keep staff members motivated to provide stellar service. Hotels could encourage a positive work environment by providing recognition for workers' contributions (Nel, 2018). Opportunities for staff to learn and grow include customer service seminars and performance measurement and reward systems.

In addition, hotels should provide their employees with constructive criticism in the form of awards for things like exceptional customer service to clients and vendors, as well as any other resources they may need to thrive (Nel and Linde, 2018). Finally, hotels should provide its staff with a gym and downtime to ensure they are healthy and productive. To maintain a motivated and productive workforce, hotels might implement an employee engagement plan.

Conclusion

Employee involvement is crucial to hotel HR management. Human resource specialists must appreciate and guide employees. They foster cooperation, open communication, and trust in the workplace. Every company relies on its employees to boost productivity and achieve goals. An employee's life cycle includes hiring, orientation, development, remaining, and departing. HR must equip new recruits to feel appreciated and comfortable. The first step is to simplify onboarding, including introductions, training, and resources. Engagement motivates people to perform harder and more joyfully (Nikolova, 2019). Set create a workplace that encourages employee freedom, appreciation, and progress. Companies might benefit from an employee engagement model's structure for measuring and growing engagement. For instance, the Zinger staff engagement model

may help companies understand and improve employee engagement. It assumes that employee engagement is influenced by personal experience, organisational culture, and peer relationships (Ringo, 2020). It also suggests using information and insights to evaluate each product, which motivates employees. Giving workers the opportunity to work from home or share duties may enhance morale and retention. Participating in learning seminars, training sessions, and other activities may help encourage staff. Customer service workshops are one example.

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