

EMPLOYEE ENGAGEMENT



Student name: Bogdan-
Adrian Gisca

Student ID: 2118571

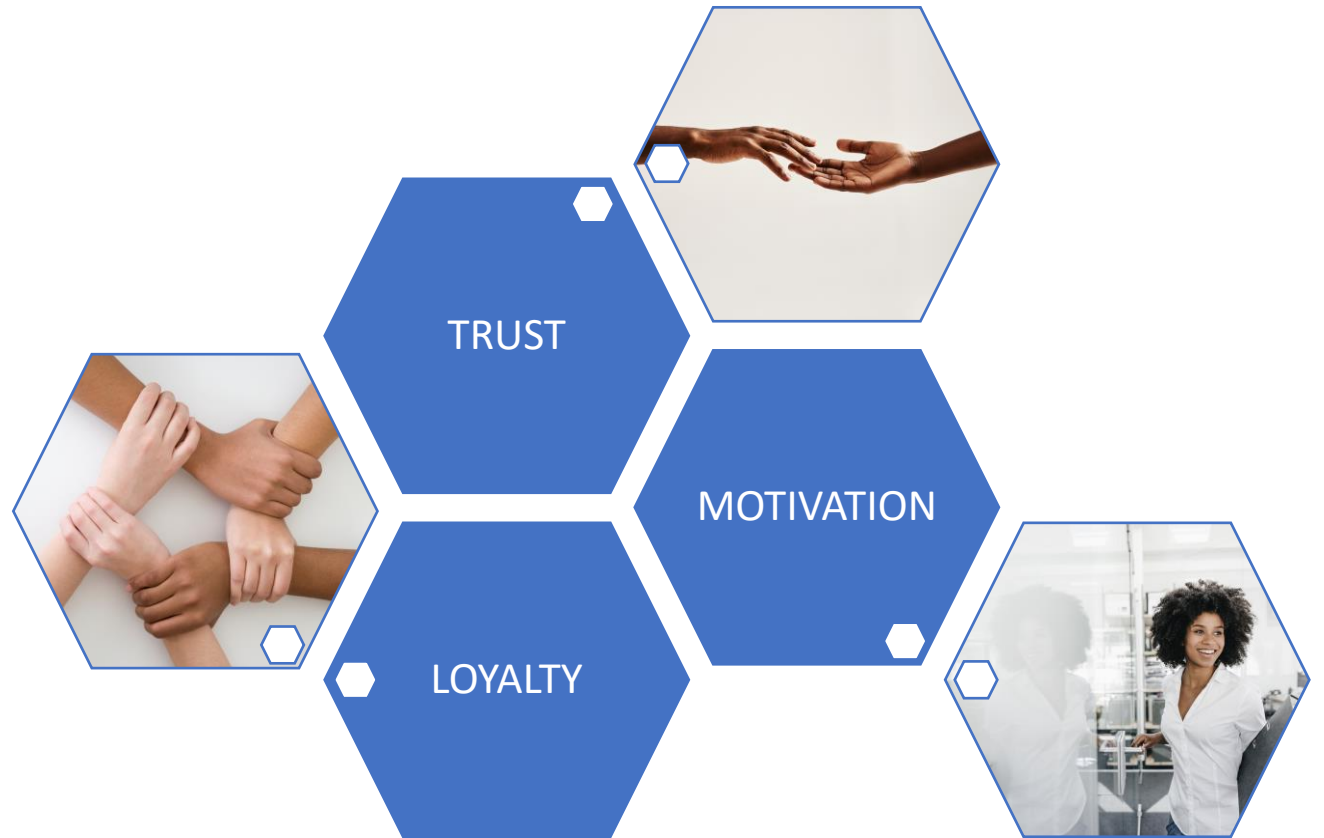
Operating Hotel Facilities
BMIH4006

Lecturer: Lisa Bassler

EMPLOYEE ENGAGEMENT

- is described by the level of enthusiasm and dedication that an employee puts in his professional activity (Croswell, L., 2021).
- it is also characterized by the emotional connection that the employee has with the company he works for (Croswell, L., 2021).

Employee engagement leads to better performance and increased commitment (Kelleher, B., 2014).



The 5 factors of employee engagement

(Kruse, K. 2012)

Mindful hiring

Well-defined
company
culture

Involved
employees

Inspirational
leadership

Foster clear
communication

People who are really engaged in their job always provide greater value to the business. They also experience a better quality of life at work (Croswell, L. 2021)

A highly engaged employee will always:

- be proud to work for the company
- recommend the company to others (friends, families) as the great place to work for
- see themselves working for the company in next years time
- be motivated to do their best and achieve maximum performance
- help the company to achieve the GOALS

(Turner, P., 2019)



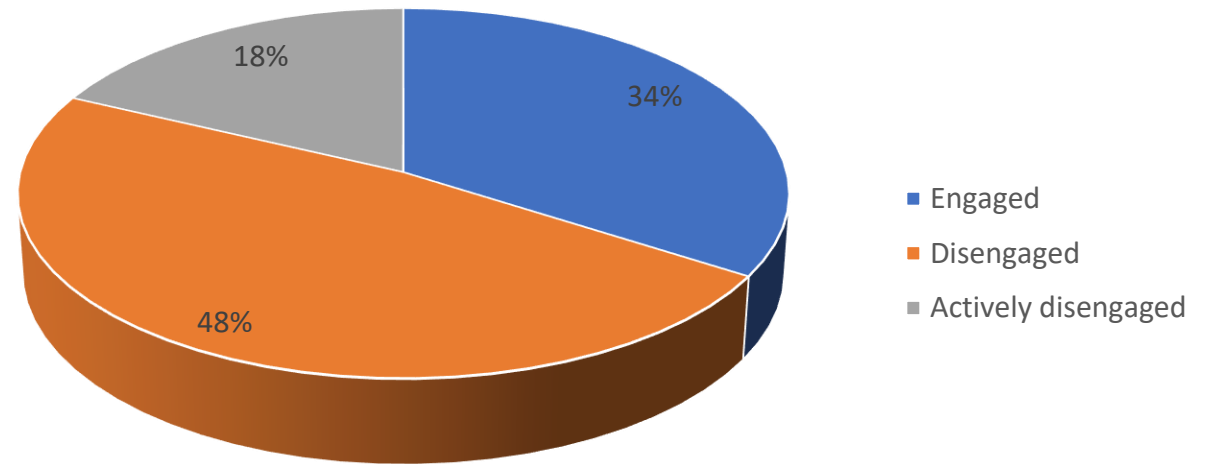
Highly employee engagement
is critical for the company
SUCCESS (Bridger, E., 2015).

STATISTICS

- ❖ Higher employees engagement could increase profits up to 21% per year
- ❖ Highly engaged team workplace has 41% lower absenteeism
- ❖ 26% higher revenue is produced by companies where employees are engaged
- ❖ Engaged employees are 17% more productive than disengaged ones
- ❖ Engaged employees increase customer ratings by 10%

(Byrne, Z.S., 2022)

Globally Employee Engagement



HOW TO IMPROVE EMPLOYEE ENGAGEMENT

- Develop an effective work environment
- Provide autonomy
- Challenging work
- Clear expectation and communication
- Authentic and inspiring leadership
- Encourage potential and talent
- Provide employees with feedbacks

(Dr. Towler, A., 2018)

There are 3 main components of employee engagement:

1. DEDICATION
2. VIGOR
3. ABSORPTION

(Dr. Towler, A., 2018)

Employee engagement means:

- ✓ Enthusiasm
- ✓ Involvement
- ✓ Passion
- ✓ Energy
- ✓ Commitment
- ✓ Focused effort

(Dr. Towel, A., 2018)



Engaged employees ARE:

- Passionate
- Connected to their job
- Involved in heart and mind
- Honest
- Hard worker
- Loyal
- Trustable

Non-engaged employees:

- Deliver minimal effort
- Result of their work is often barely satisfying
- Not full connected to the business aspiration
- low interest in promoting and progressing

Disengaged employees:

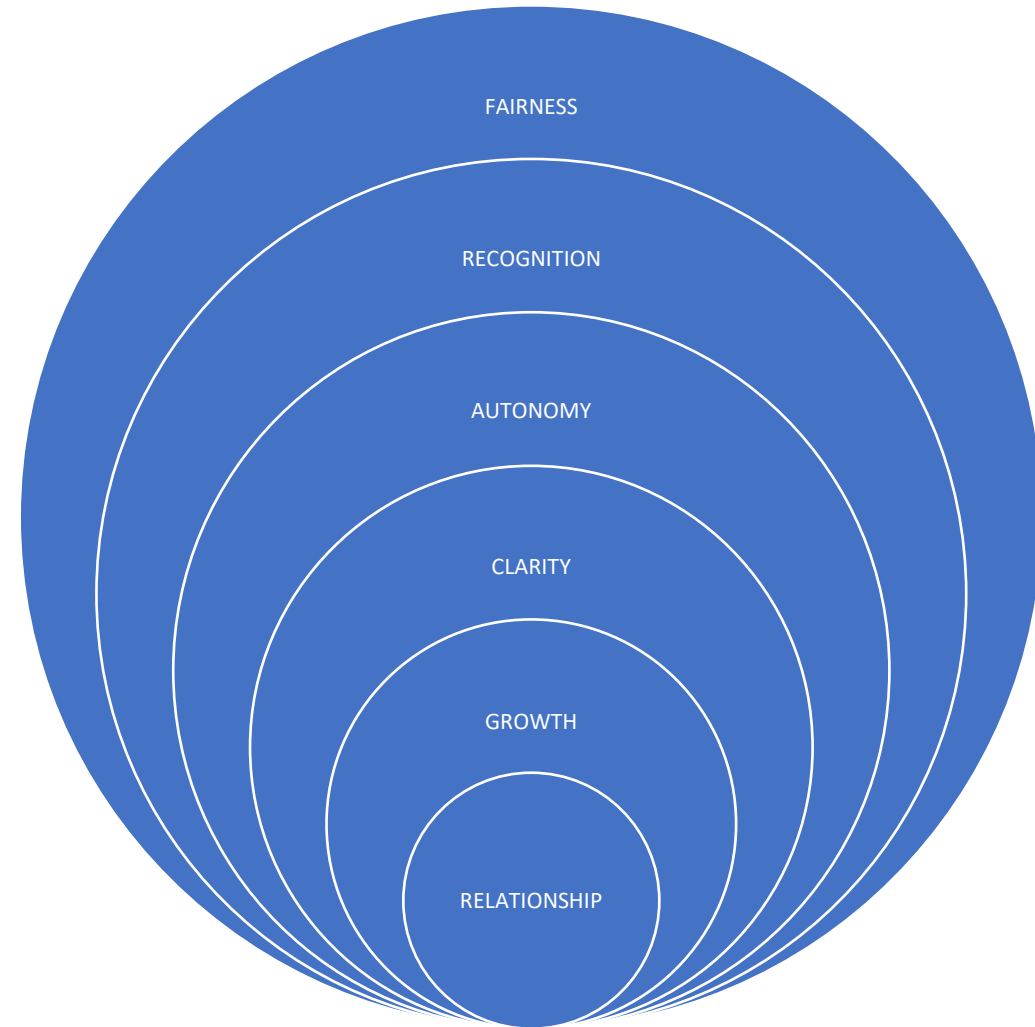
- Mentally checked out (Knight, R., 2021)
- Very low productivity in work
- Often do not care about profit and company's reputation
- Always looking for other jobs
- Big rate of absenteeism

SUMMARY:

Employees engagement is not about happiness or satisfaction. It is about how enthusiastic and motivated employees are about their job (OnTheClock, 2018).

It also reflects how connected the employees are with structures and processes of the company they work for.

It's about LOYALTY, DEDICATION and TRUST. About CONTINUITY and PERFORMANCE.



REFERENCES LIST:

Byrne, Z.S. (2022). *Understanding Employee Engagement – Theory, Research and Practice*. Published by: Routledge, New York, 2022.

Bridger, E. (2015). *Employee Engagement*. Published by: Kogan Page Limited, London, 2015.

Croswell, L. (2021). *What is employee engagement?* Available at: <https://www.cultureamp.com/blog/what-is-employee-engagement>. Accessed: 20-11-2022.

Kelleher, B. (2014). *Employee Engagement for Dummies*. Published by: John Wiley & Sons, Inc., New Jersey, 2014.

Kruse, K. (2012). *Employee Engagement: How to motivate your team for high performance*. Published by: Createspace Independent Pub, New York, 2012.

Knight, R. (2021). What to do when your employee is totally „checked out“. Available at: [What to Do When Your Employee Is Totally Checked Out \(hbr.org\)](https://hbr.org/2021/01/what-to-do-when-your-employee-is-totally-checked-out/). Accessed: 25-11-2022.

OnTheClock (2018). The 2018 Concise Guide to Employee Engagement Statistics. Available at: [The 2018 Concise Guide To Employee Engagement Statistics | OnTheClock](https://ontheclock.com/2018-concise-guide-to-employee-engagement-statistics/). Accessed: 28-11-2022.

Turner, P. (2019). *Employee Engagement in Contemporary Organisation: Maintaining high productivity and sustained competitiveness*. Published by: Springer Nature, London, 2019.

Dr. Towler, A. (2028). *Employee engagement: definition, benefits and evidence-based practices on how to improve your employees' engagement*. Available at: [Employee engagement: Definition, benefits and evidence-based practices on how to improve your employees' engagement | CQ Net - Management skills for everyone \(ckju.net\)](https://ckju.net/employee-engagement-definition-benefits-evidence-based-practices/). Accessed: 25-11-2022.