

EMPLOYEE ENGAGEMENT – FEI FOODS LTD.

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Reason for this topic?

The researcher has first-hand experience working within a HR department and employee engagement is so important to all businesses, the fascination is there to divulge further into the topic with the aim being they can implement some of the findings into their own role and development.

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AIM

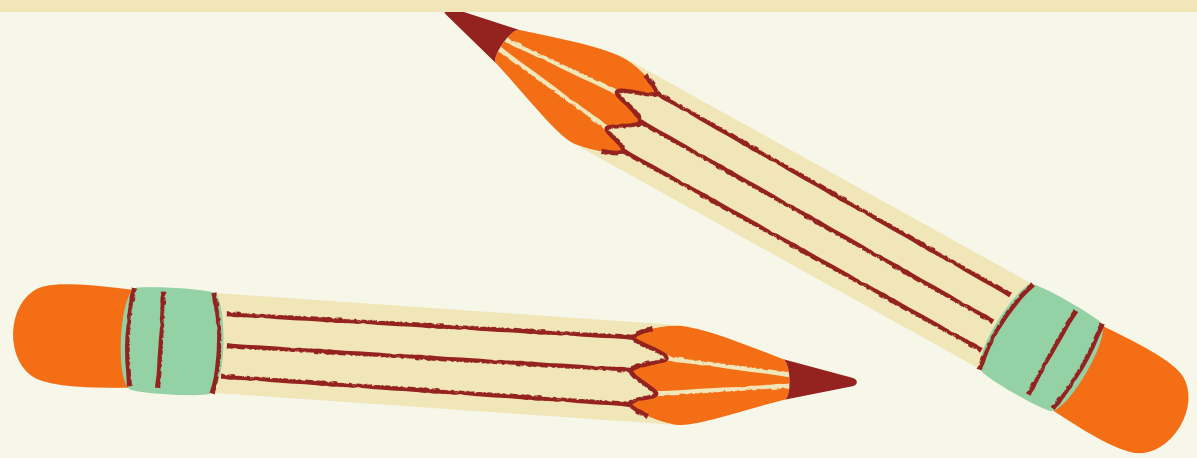
The aim of the research report is to establish the level of impact that the HR practices at FEI Foods are having on its workforce and find ways the business can improve.



ABOUT THE COMPANY

The company manufactures pouches of microwavable rice and small pots in Swansea and have another factory in Llantrisant. They supply to the majority of supermarkets including the market leaders across the UK and Europe (FEI Foods, 2022).

It has been seen that FEI Foods have had difficulties when concentrating on employee engagement in the past, meaning they have had high staff turnover within the factory of around 70%.



METHODOLOGY

In the textbook written by Saunders et al. (2009, p.5) they define research to be “something that people undertake in order to find out things in a systematic way, thereby increasing their knowledge”.

- Positivism approach
- Inductive approach
- Conducted by questionnaire
- Mono method of primary research
- Cross- Sectional
- Analysed using Microsoft Excel

A questionnaire is defined as a diverse and easily understood way of attaining data (eValued, 2016). Many of the respondents will have seen a questionnaire before so will not be daunted by the idea as opposed to an interview where they have to air their opinions that are not anonymous. The researcher has also taken into account that a large number of employees at FEI Foods Ltd speak English as a second language meaning a questionnaire will be easier for them.

CONCLUSION

Despite the company having a high staff turnover, the employees who are working there and chose to respond to the questionnaire seem to be relatively engaged based on their answers. Although, it goes without saying that there are a few things the researcher would recommend to improve employee engagement at FEI Foods.

After conducting this research report, it is clear that FEI Foods Ltd need to look into developing and spending dedicated time and effort on their HR practices to improve the workforce engagement.

LITERATURE REVIEW

According to Macey & Schneider (2008, p.3), they state how the meaning of employee engagement (EE) can be considered “ambiguous” and a “relatively new” concept for the world of work. However, EE can be defined in a number of ways and can be interpreted differently by all.

Both HRP (Human Resource Practices) and HR activities are a crucial part of the sole role of the HR department. HR Activities can be described as the daily tasks used to introduce a business strategy and are outlined within the HR practices. For example, HR activities can include the recruitment process, general health and safety and training and development (Perucci, 2018)

Employee engagement is extremely important to an organisation as, if the employee feels satisfied in their role, it can encourage them to help and support the company for future progression (Sunil, 2019).

After conducting extensive research, David MacLeod discovered four enablers the help businesses try and improve their employee engagement. They are:

- Strategic Narrative
- Engaging Managers
- Employee Voice
- Integrity (Engage for Success, 2019).

ANALYSIS

With the questionnaire questions being split into four groups, the analysis is based on Health and Safety, Recognition, Development and Communication.

H&S- 45.8% of respondents said that FEI Foods harnessed a safe working environment, with just 49.4% of employees stating that they thought food safety was a priority.

Recognition- With FEI Foods recently investing into their hourly rate, the majority of their employees (56%) either agreed or strongly agreed that the rate of pay was good.

Communication- 54% of employees feel the communication on shift is good, although 43% have said they do not hear about the wider business which may affect engagement.

Development- Only 38% of employees feel there are good internal progression opportunities at work and just 35% feel the standard of training is good. Continuing with development, only 31% of employees feel their manager helps them progress within the business, something that could potentially damage employee engagement within the company.

Overall, 84.7% of employees said they had a good relationship with their colleagues. Of these employees, 59.7% had been with the company for longer than 3 years, suggesting a correlation between length of service & an employee's relationship with their colleagues.

Overall, a majority of 55.2% of employees said that they either disagreed or strongly disagreed that FEI Foods was a good place to work.

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