



THE OFFICE

on Lagos Talks 91.3 FM

TOPIC

**EMPLOYEE ENGAGEMENT AND
EXPERIENCE**

EPISODE 14



INTRODUCTION

Employee engagement is the level of an employee's commitment and connection to the organisation. Employees are expected to work with their heads, hands and hearts, meaning every employee is expected to use his/her intellectual power to enable his/her hands to work well. The place of the heart is about the emotional connection. So, the emotional connection between an employee and the workplace is what determines his/her level of engagement.

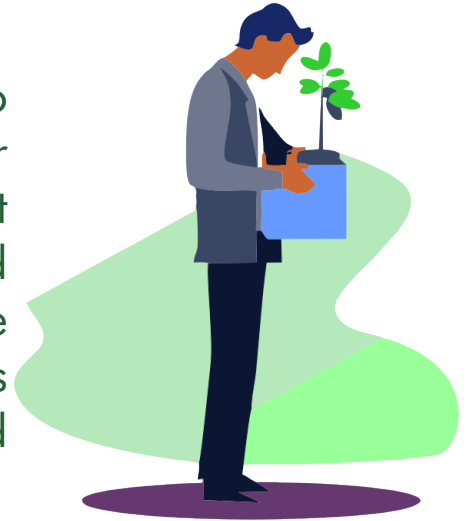
The first beneficiary of engagement is the employer because an engaged employee can go the extra mile in ensuring the achievement of the goals and objectives of the organisation. An engaged employee has a positive attitude towards the organisation and its values. It is the dedication towards their employers and the role that makes them passionate about their work, which is often reflected in their outcomes. So, when an employee is engaged, he does beyond his job description and starts to work for the benefit of the organisation. Because of the emotional connection, the engaged employee becomes a better person and gets better results, promotion, and recognition for the additional work done. So, engagement is about passion, commitment and connection to ensure the best result is achieved.



Employee engagement is about the emotional connection of the employee to the workplace, and what drives that is if there is meaning in the work of the employee and also if there is meaning in his/her output. If an employer does not see what an employee is doing as meaningful, such an employee would be regarded as not engaged. One of the biggest challenges with employee engagement is making people feel their job is not meaningful. So, it is the role of the employer to ensure employees feel as meaningful as possible.

THE DANGERS OF HAVING DISENGAGED EMPLOYEES

Disengaged employees are employees who do not have a strong desire to contribute to the best of their ability. While they are generally satisfied with their working environment, they contribute the bare minimum. The more dangerous act is that they start to infect other people by spreading negativity, unkindness and discouraging the people that are engaged. Organisations can take some reasonable measures to improve the engagement levels of disengaged employees which can make a lasting impact on the growth of a company both socially and financially.



For continuous engagement, employees require from their employers; respect, recognition and meaning in their work. However, it is not the responsibility of the Human Resource Professional to shoulder the responsibility of engaging employees. The principal determinant of the quality of engagement of an employee is the employee's direct supervisor. Ideally, the Human Resource Professional is supposed to be using tools, principles, policies, guidance to aid employees, but the person that determines whether an employee is engaged or not is the employee's direct supervisor. The second person is the system and that is where HR comes in. That is where all the tools, the workplace, the quality of work, the work environment, the leadership and how respect is shown come in.



In this era of remote work, employers can implement the following to aid employee engagement:

- Promote respect, recognition and meaning to work
- Do more investing in emotional intelligence
- Do regular checks on employees to show empathy and ensure work-life balance which can also make a whole lot of difference

All these can help in the enhancement of productivity levels of employees and also improve loyalty to the organisation.

MEASUREMENT OF EMPLOYEE EXPERIENCE

Employee experience can be measured quantitatively and qualitatively using sample questions that can be downloaded online and administered to people by following the trend analysis. For instance, measure in January, check the results and then act on it etc.