



EmployeeConnect

Work. Flow. Smarter.



The Definitive Guide to Employee Engagement



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Executive Summary



Employee Engagement is one of the most significant elements of a business's successful operations that Human Resources (HR) departments are constantly aiming to understand and achieve. It is noticeable that an engaged employee offers a wide variety of workplace benefits to the business such as increased productivity, larger creativity, greater employee satisfaction and more profound and impactful teamwork to name a few benefits.

Although, it is worth noting that these benefits can only be achieved through a strong understanding of what makes employees engaged.

If HR managers try to increase employee engagement with minimal understanding of how to efficiently engage an employee, valuable time and resources may be lost.

Integral to achieving and developing effective and efficient employee engagement is a strong mindset for building trust, empowerment, support and integrity.

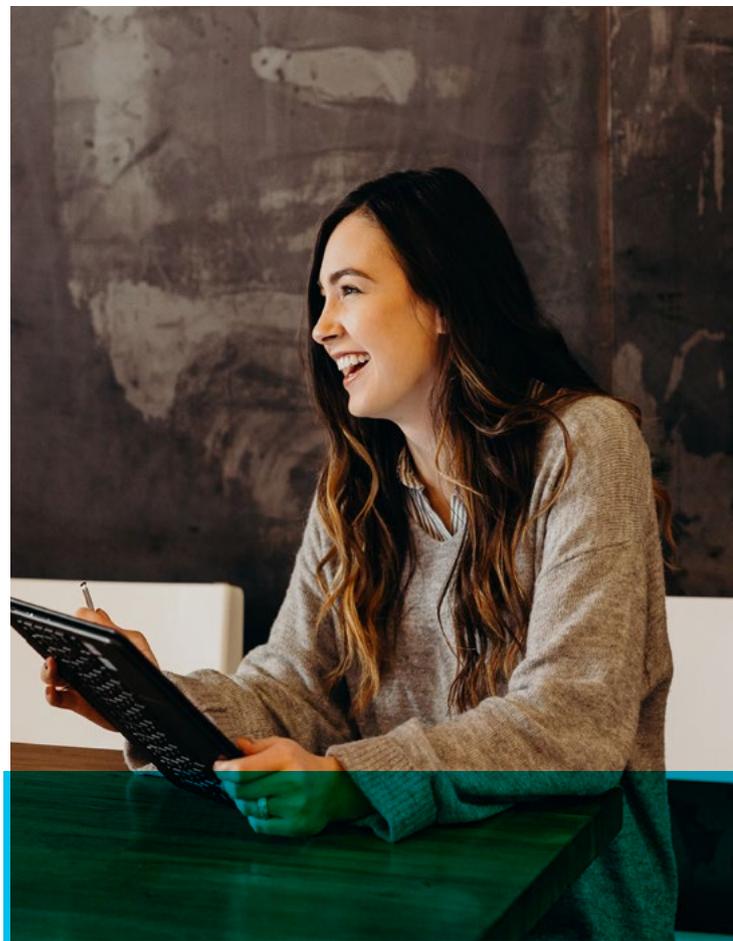


Various strategies should further be utilised to increase employee engagement effectively. In recent years, due to the innovation of technology HR departments have found a way to integrate an employee engagement approach through the combination of a Human Resource Information System (HRIS) and traditional HR practices.

Effectively doing so HR departments have saved valuable time and increased efficiency to successfully engage employees.

This eBook will look at what specifically is employee engagement, delving into both the science of employee engagement and psychology of employee engagement. Moreover, there is an extensive presentation for the benefits that an engaged employee provides to both the organisation and individual.

Various ways and insights will be presented on how to measure engagement through a variety of engagement tools. Further, integration of how HRIS plays a major role in keeping employees engaged will be presented through real examples that EmployeeConnect has provided through helping clients develop employee engagement to an all-time high.



What is Employee Engagement?



What is Employee Engagement? ---

With the ever-growing innovation of technology mixed with a fast-paced business environment employee engagement has become an integral area of focus that must be dealt with effectively. Although there is an ever-going question that remains to be answered and understood strongly, what exactly is employee engagement?



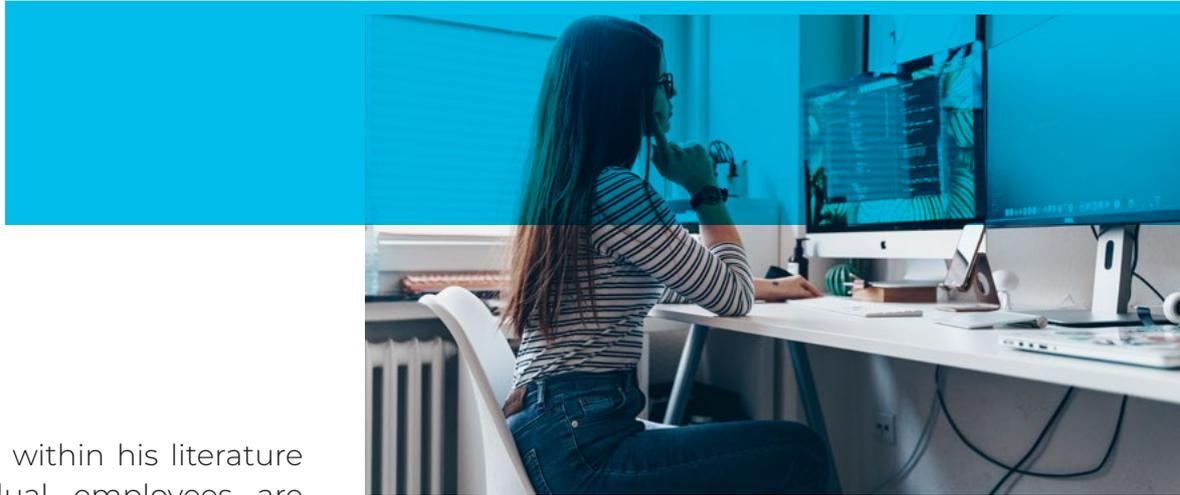
Employee engagement has been a widely investigated and conceptually large topic that has profoundly been researched within academic literature.

One of the earliest and most detailed academic descriptions of what specifically employee engagement was and what it involved, was provided by William Khan in 1990.

Khan described employee engagement as having an overall harnessing of organisations individual selves with their work roles in engagement that is physical, cognitive and emotional throughout practices. This meant that when engaged employees existed these three aspects are present throughout the work of the engaged employee.

Put simply, employee engagement is a largely motivational state that influences employees to work more passionately, productive and positively towards desired organisational outcomes.

Correspondingly, when an employee is engaged it is seen that the employee has largely increased energy, involvement and efficiency towards workplace tasks and activities presented.



Khan further suggested within his literature that the more individual employees are drawn into their working positions within the organisation (engaged), the more likely they are to perform better through an overall satisfying experience. Specifically, drawing into this working position means that an employee is experiencing various impacts such as; mindfulness, intrinsic motivation, flow, psychological presence, creativity, expression and ethical behaviour which is pushing employees to become engaged.

Employee engagement is largely sought out to be attained by various HR managers due to the various benefits that are attained with having an engaged employee. Although, more importantly, it is significant to attain engagement as the negative impacts of employee disengagement provides a large risk to the organisation. Khan went on to describe throughout his academic literature employee disengagement as a withdrawal of one's self physically, cognitively and emotionally during workplace activities. This meant that disengaged employees are likely to be highly passive in their roles within the organisation.





This disengagement has been described as an almost automated style of behaviour whereby individuals display effortless performance in their roles hiding identity, thoughts and emotions when in the workplace.

Individuals who are largely disengaged work to complete activities in a very straight forward script-like approach, opposing being connected to the role interpreting tasks and utilising spontaneity and creativity to accomplish work.

The disengagement of these employees can further have a negative influence on the employees surrounding them, whereby an employee who is disengaged may pass on tasks to others, withdraw from challenging activities which may put pressure on others and further influence a negative working experience for those surrounding them due to poor attitude and behaviour.

Thus, organisations must constantly work to ensure that employee engagement is a top priority to be achieved. By ensuring that employee engagement is present it could be seen that the avoidance of the negative impacts of employee disengagement is being mitigated and removed from the organisation.

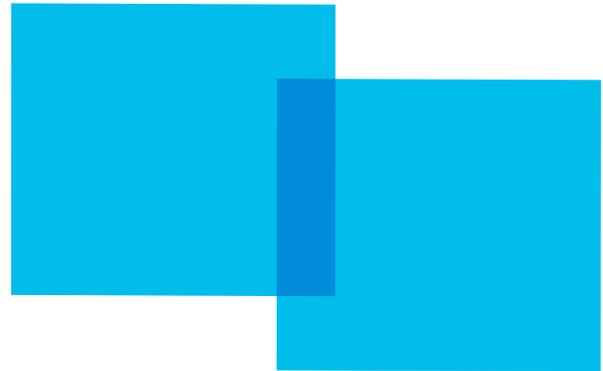
This, in turn, ensures that various positive benefits for both employee individual self and organisations are being attained and effectively utilised to promote a positive engaging cultural environment at an organisational workplace.



The Science of Engagement

The Science of Engagement

Science plays a largely integral role in employee engagement whereby science explains a large aspect of ways in which humans are designed to act and behave in certain ways when living throughout their daily lives. More specifically, neuroscience plays a major role throughout the topic of employee engagement.



Neuroscience explores deeply into the study of the nervous system, utilising key information through the integration of chemistry, biology, physics and physiology to describe complex human behaviours.

Through neuroscience the ability to explicitly understand human emotions and cognitive functions is attainable, effectively helping individuals understand why and what someone is exactly experiencing or doing.

Specifically, an understanding of neuroscience helps organisations attain effective employee engagement as providing a means to understanding neural mechanisms that may be captured and enhanced to increase employee engagement.



Through natural evolutionary biology, humanity has created a neurological makeup that is adaptive to environmental influences on individuals specifically known as survival-based adaptations.

Moreover, through neuroscience, it may be seen that specifically humans are designed to desire to reduce such stress hormone as cortisol through an increase and release of neurotransmitter chemicals that are carried to the brain such as dopamine, oxytocin, serotonin and endorphin.

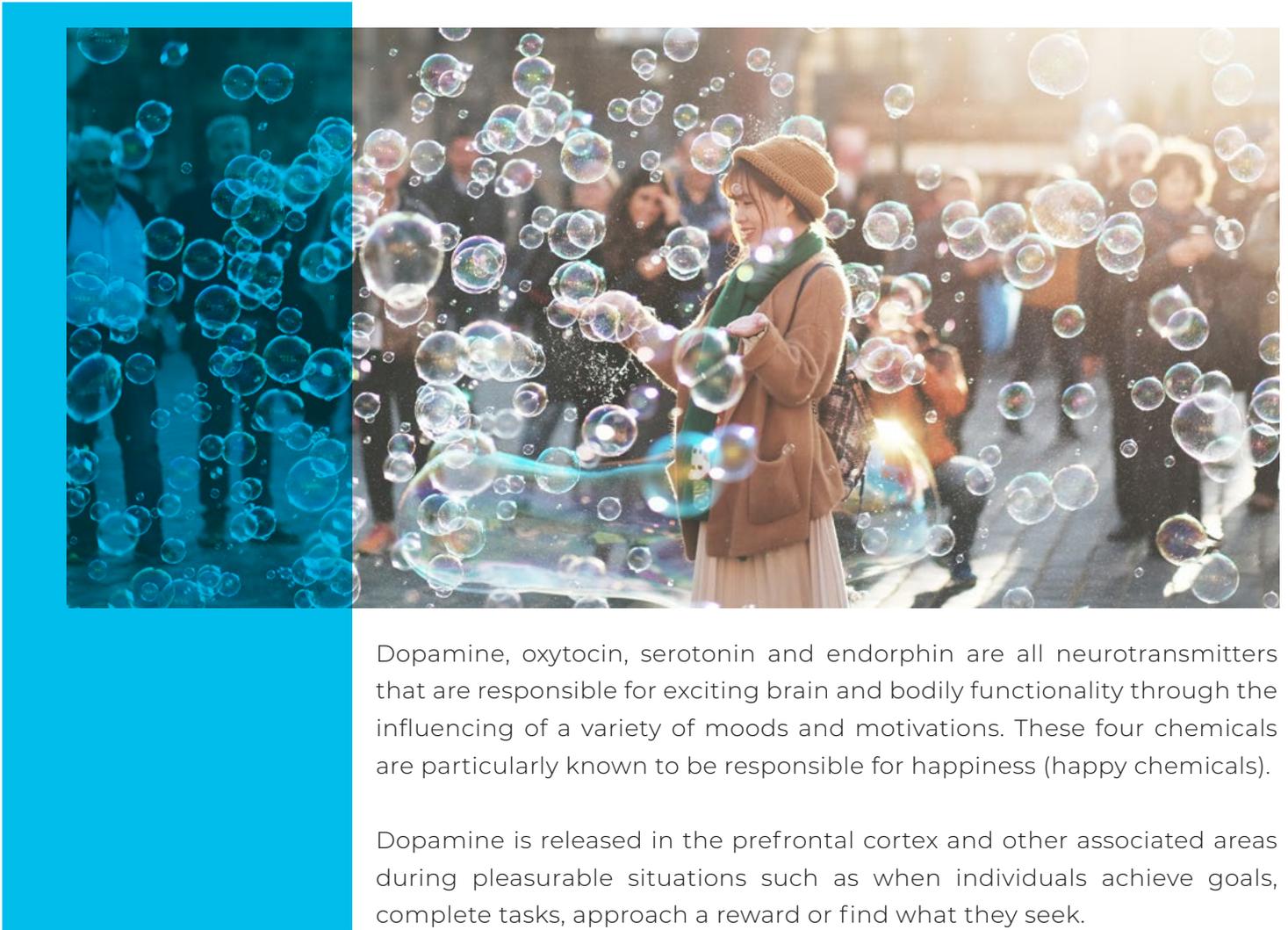
Having a clear understanding of these neurochemicals and how to manage them will be integral for a successful path to achieving employee engagement.



Cortisol is the main hormone that is released during stress and triggers several physiological reactions to individuals such as elevated heart rate, blood pressure and various non-essential bodily functions.

Although cortisol may play a protective role in potentially dangerous situations, it may cause an increased risk in health problems such as anxiety, depression or even increased weight gain.





Dopamine, oxytocin, serotonin and endorphin are all neurotransmitters that are responsible for exciting brain and bodily functionality through the influencing of a variety of moods and motivations. These four chemicals are particularly known to be responsible for happiness (happy chemicals).

Dopamine is released in the prefrontal cortex and other associated areas during pleasurable situations such as when individuals achieve goals, complete tasks, approach a reward or find what they seek.

Oxytocin is produced in the hypothalamus, which is released by love, trust, feelings of safety, social bonding and acceptance.

Serotonin is released when individuals receive respect, their ego is stroked, personal status is elevated and feeling they are deserved. Finally, endorphin is released to mask pain, in particular, helping individuals push their endurance and ability.

Once these chemicals have been attained and released by the individuals the brain further activates mirror neurons that develop from second-hand experience.

This means that individuals do not have to relive a certain situation or produce the stimulus-response to activate these brain chemicals.

Moreover, by activating these chemicals throughout the daily operations of employees, the benefits such as a larger perceptual understanding of activities, complex problem-solving skills, more creative insights and greater efficacy may be attained.

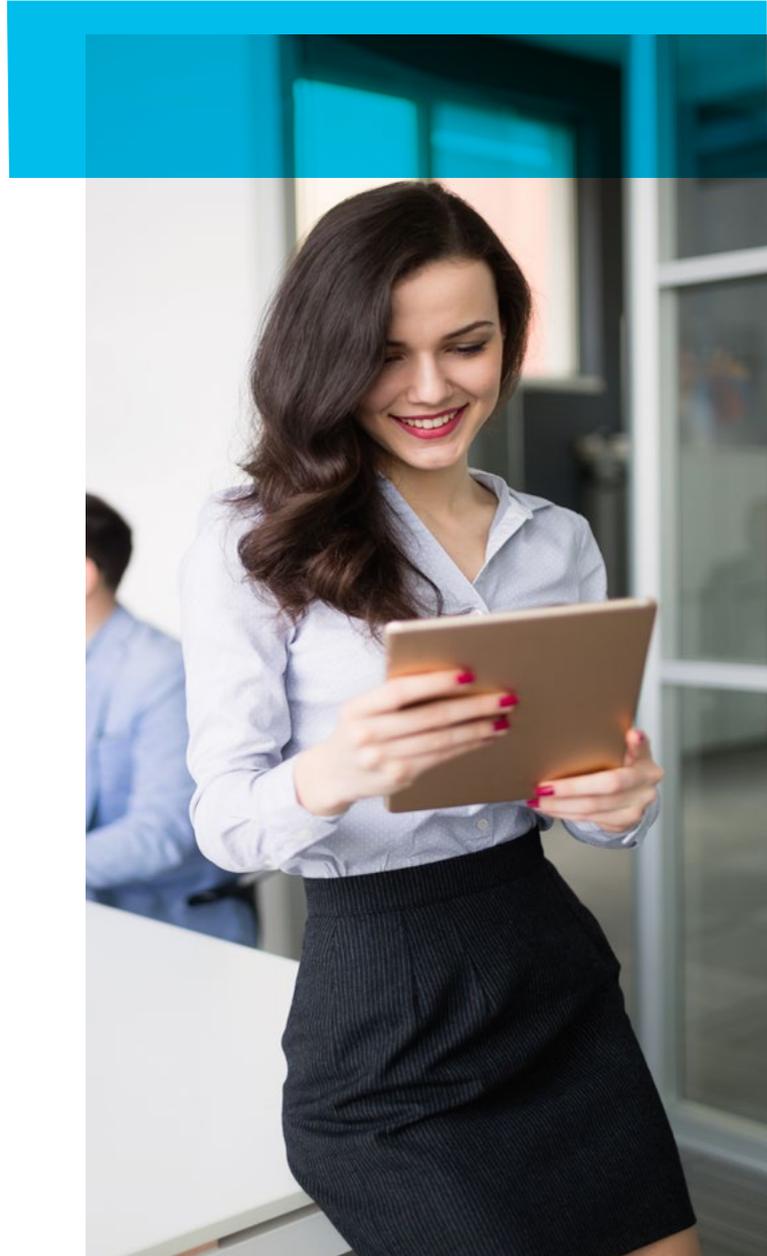
Thus, it becomes an integral factor for managers to understand how to trigger the positive neurochemicals to push towards effective employee engagement.

Correspondingly, Dr David Rock created a framework called the SCARF model that specifically describes five key components that influence individual behaviour in social situations specifically in the context of a workplace influencing employee engagement.

The five components include status which is our relative importance to others, certainty which is our ability to predict the future, autonomy our sense of control over events, relatedness which is how safe, connected and trusting we feel with others and fairness which is how equitable we perceive the exchanges between people to be.

When all five key components are attained and reasoned positively a strong level of reward may be attained whereby an employee becomes engaged, although the opposite may occur when experiencing high levels of threat in these five areas contributing to disengagement.

Thus, management must control these five components through strategic decisions and reasoning to influence the positive attributes of neurochemicals in the employees within the organisation to attain positive employee engagement.



The Psychology of Engagement



The Psychology of Engagement

Psychology has a dramatic role in understanding employee engagement through which psychology largely expands and gives reason to a variety of attitudes and behaviours in which individuals react and undertake throughout their daily lives. Psychology utilises a variety of academic definitions and theories to comprehend employee engagement to its full capacity.



Expanding through the academic literature of Kahn who defined engagement as an emotional, physical and cognitive attachment to one's role, it could be seen that there are three psychological conditions in which Kahn described that directly influence employee engagement.

The first being meaningfulness, meaningfulness is the value that an individual will set towards a particular goal which is efficiently benchmarked against personal conditions.

The second is safety, safety refers to fully showing and exhibiting one's self with no fear of negative consequences to self-image, position and career.

Finally, the third condition is availability, availability refers to an individual's belief that they contain adequate emotional, physical and cognitive energy to engage themselves within the workplace.

These three conditions must be understood and influenced by management to ensure employees within a workplace are fully engaged.



To go into expanded detail psychological meaningfulness is often referred to as one's perception of a return on investment of one's self.

When an individual undergoes an experience that is largely challenging yet worthwhile, they begin to feel a sense of individual usefulness, self-value and a feeling that they have made a largely impactful difference.

Psychological meaningfulness is desired by individuals as when at work one feels as though they can give their full ability to the role, they are in yet also able to receive something in return.

Research has shown that work that is challenging, creative, diverse and in some points autonomous influence the experience of psychological meaningfulness.

This is largely important as managers who provide these working environments to employees may influence employee engagement by allowing individuals to complete meaningful tasks that demand the development of new skills, growth and self-learning.



Psychological safety is achieved whereby an individual obtains a feeling of trust that they will not suffer when working within an organisation.

When one works in a context that is designed to be safe allowing for one to exhibit self-expression an engaging process may be achieved.

One major way that has promoted psychological safety within the workplace is through influencing strong interpersonal relationships.

When interpersonal relationships within a workplace are largely supportive and trusting an individual loses a sense of mental fear of failing and fearing the repercussions and consequences.

The most practical example in which this is occurrent is when a team is generating ideas for a project, the lack of fear and increase in support due to interpersonal relationships ensure that individuals feel it is not dangerous to share ideas taking feedback as constructive and not destructive.

Thus, it becomes largely important to utilise psychological safety to ensure employee engagement within a workplace.





Psychological availability is strongly referred to as a measure of how ready an individual is to be engaged, avoiding major distractions that are presented in social systems.

Psychological availability is strongly dependant on the mental state of an individual, one can fully perform and be engaged when they are in the right mental place.

This means that an individual should understand how to have a strong work-life balance.

Four factors strongly influence the psychological availability of oneself include; physical energy, emotional energy, individual insecurity and non-work-related life.

If a manager can effectively understand how an employee is feeling and what is influencing them to work harder, they can push towards a stronger psychological availability which may in turn increase employee engagement.



Correspondingly, one of the most world-renown psychological theories that are attributable to employee engagement is called Flow by Csikszentmihalyi. Flow was described by Csikszentmihalyi as a state of complete focus and involvement in ones work with a sense of effortless action.

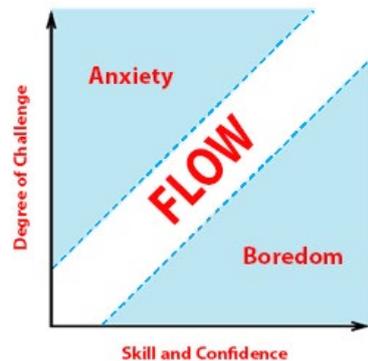
When an individual enters this state nothing around the individual seems to matter as they become completely absorbed in what they are trying to complete. The flow state has commonly been referred to as being in the zone.

An employee's intrinsic interest to do something becomes essential to the total immersion in an activity they wish to complete through a flow experience. With the right conditions, flow is achievable for any employee, with a psychological availability, psychological safety and psychological meaningfulness to complete a task at hand, causing flow to begin to take place.

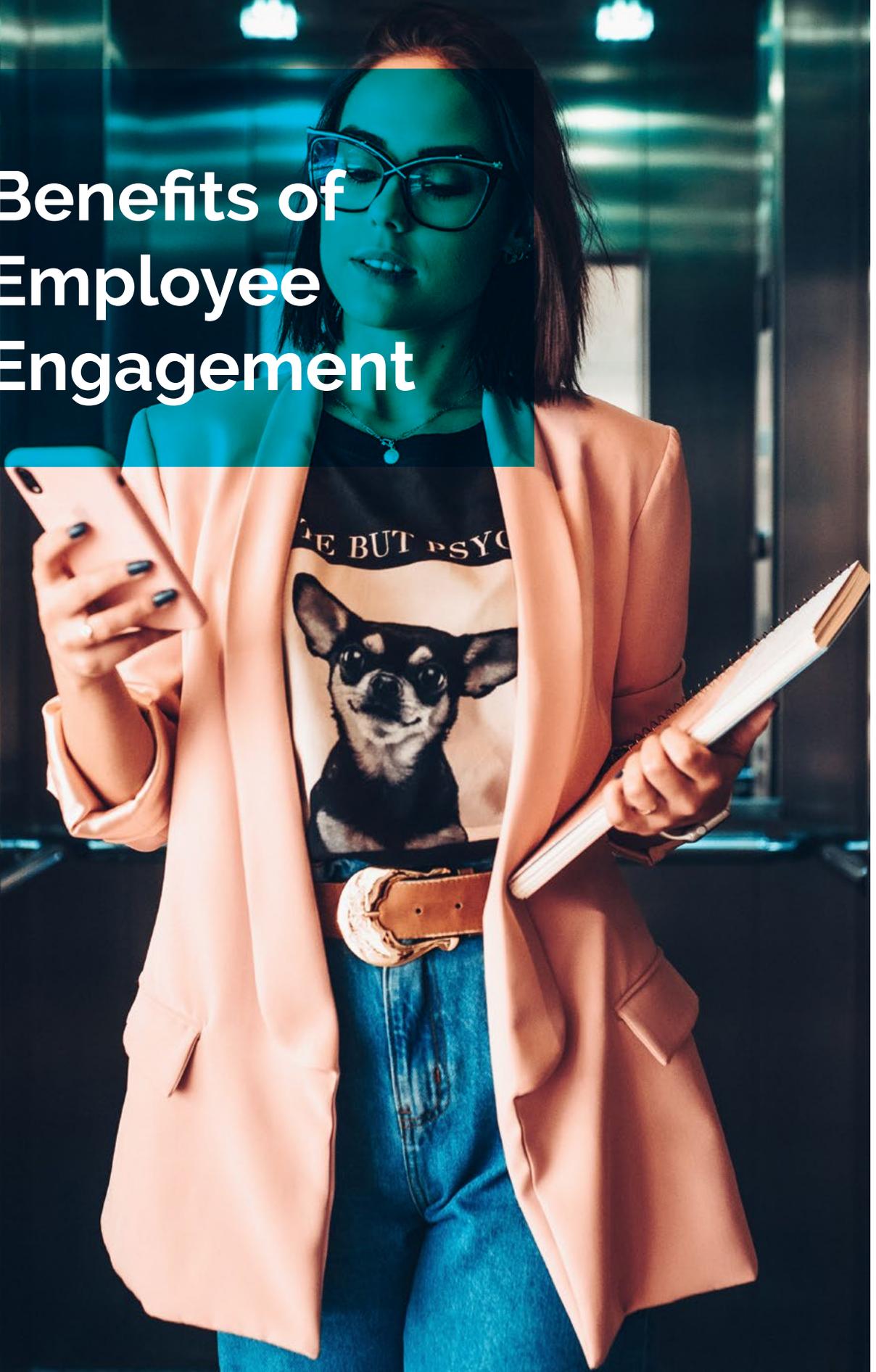
The most common way in which flow is achieved by management is through an understanding that a task should be in the right degree of challenging and have the correct level of employee capability.

If an employee finds the activity is very easy and their skill level is quite high for this activity, they will find completing the task at hand boring. While if the tasks are overly difficult and the level of employee skill is low the employee may get anxious and not complete tasks well.

Although if both the challenge and capability levels are aligned to the employee's abilities the state of flow may be achieved and engaging the employee becomes attainable.



Benefits of Employee Engagement



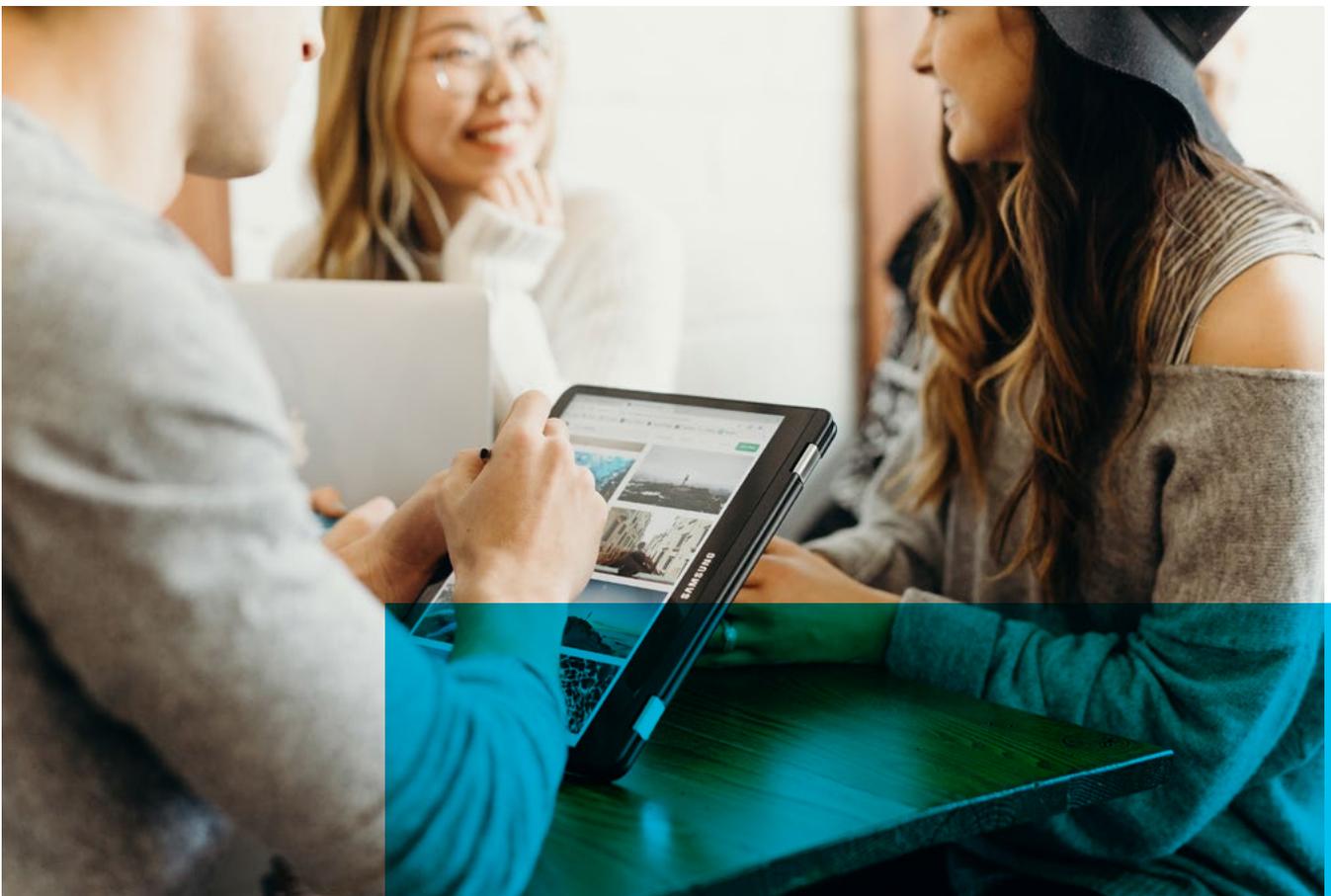
Benefits of Employee Engagement

During an organisation's operation, it is largely common to effectively utilise various engagement tools to capture, analyse and enhance employee engagement.

These engagement tools include standard engagement surveys, pulse surveys, feedback data and communication tools to name a few.

Each of these tools has the power to drive engagement to employees, effectively increasing an employee's likelihood to become engaged within the workplace.

This, in turn, leads to a variety of benefits that can be captured for the organisation.



The following are benefits that are effectively generated and captured when employee engagement is achieved within an organisation.

● Increased Productivity

When employees are fully engaged in their work workplace productivity and efficiency effectively increases. Employees become more able to push towards completing complex tasks in extremely faster times.

● Greater Employee Safety

Psychological safety is largely important to an employee. When employees are engaged at work, they will experience increased job safety, lessened pressure and increased workplace proficiencies due to losing negative fears associated with the fear of losing workplace safety.

● Increased Quality

Through being engaged as an employee the effect can be largely positive on the quality of work within the workplace. Due to an increased focus and desire to complete tasks, employees are highly likely to complete work that is at the highest level of excellence and avoids unnecessary mistakes when highly engaged.

● Larger Retention

When an employee is effectively engaged within an organisation, the business can effectively retain employees far easier than before. This is largely due to employees being increasingly motivated to complete workplace tasks greater than before whilst being happy to work for their current employer who generates this state of mind.



● Better Employee Health

Employee engagement is largely important to ensuring the individual employee health is being maintained. This increase in mental health may be felt whereby the employees become engaged in their work, they may effectively have a corresponding decrease in stress levels, reduced anxiety and increased self-emotional happiness escaping fear, anger and sadness.

● Higher profitability

Interestingly organisations with increased employee engagement are more likely to be profitable when compared to their competitors. This is largely attributable to the quality of work that increases, the efficiency of work and the increased motivation of employees to work to the best of their abilities.

● Greater Employee Satisfaction

One of the most important benefits of effective employee engagement is an increased employee satisfaction level. This is achieved as employees who are engaged in their work are increasingly happier with the tasks and motivated to work within the organisation. In turn, these employees have a positive cognitive attribute associated with the work they are currently completing within the organisation which correspondingly makes work easier and more enjoyable.

● Greater Customer Experience

Due to an employee being increasingly engaged within the organisation it can be seen that customer satisfaction ratings are likely to go up and further customer feedback and response ratings will positively increase. This is due to employees putting in all their effort to ensure customers are fully satisfied with the experience being offered through the work of that employee.

● Decreased Absenteeism

A successfully engaged employee is strongly invested in the work that they carry out within the organisation. They work to ensure that the success of the current organisational goals is being achieved and in turn, are more likely to not take unnecessary days off.



To fully understand when these benefits have been achieved, there may be many ways to identify this.

The first most common way is through data-driven analysis that identifies specific beneficial metrics associated with employee engagement.

As an example, running a survey to understand if employee satisfaction levels are high may show an attribute in an increased employee engagement that may ripple other benefits such as increased productivity and increased quality within the organisation.

Although a much faster and simpler way to identify and test whether an employee is engaged, and the business is attaining the benefits is through looking directly at your organisational employees.

When an employee is experiencing engagement, they are increasingly motivated to work, aware of goals, happy, committed to work and enthusiastic within the workplace.





The Role of HRIS in Employee Engagement

The Role of HRIS in Employee Engagement

A Human Resource Information System (HRIS) plays a largely critical role in achieving employee engagement.

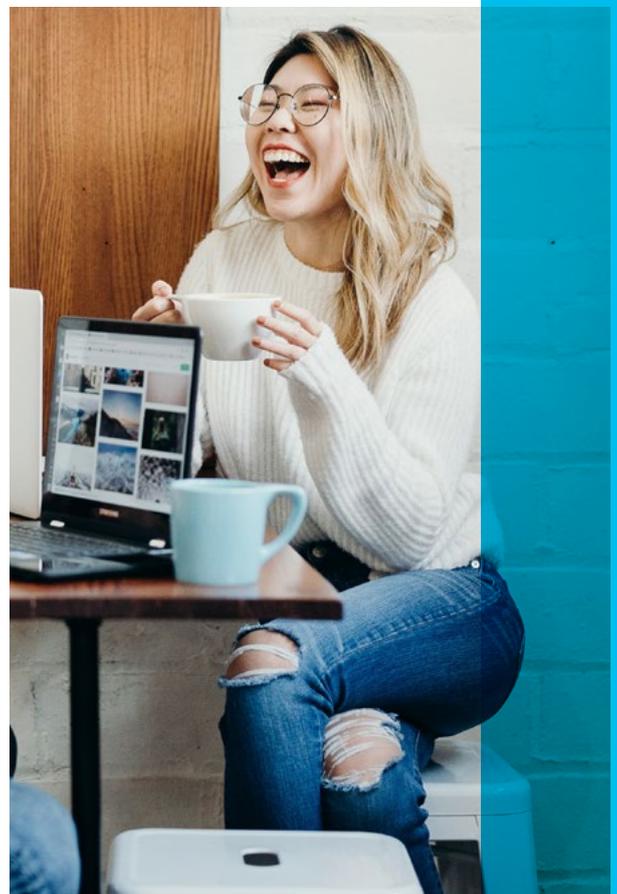
HRIS effectively ensures that HR managements operations become much simpler and easier.

It is common to see that with HRIS HR managers are provided with the essential tools they need to ensure business activities are being effectively conducted all online, all with powerful automation that drives faster decisions and easier task management for the completion of workplace activities.

More specifically, HRIS effectively helps to ensure that employee engagement is being achieved within the organisation.

This is done whereby HRIS provides the measurement tools to effectively assess current employee engagement and work towards further engaging employees even more.

HRIS utilises functions such as engagement surveys, data capture, employee feedback and recorded interviews to effectively measure engagement levels of employees.



Engagement Dashboard





The most popular engagement tool that HRIS effectively encompasses is the engagement survey.

Engagement surveys have been utilised dramatically in traditional HR management methodologies to measure employee engagement.

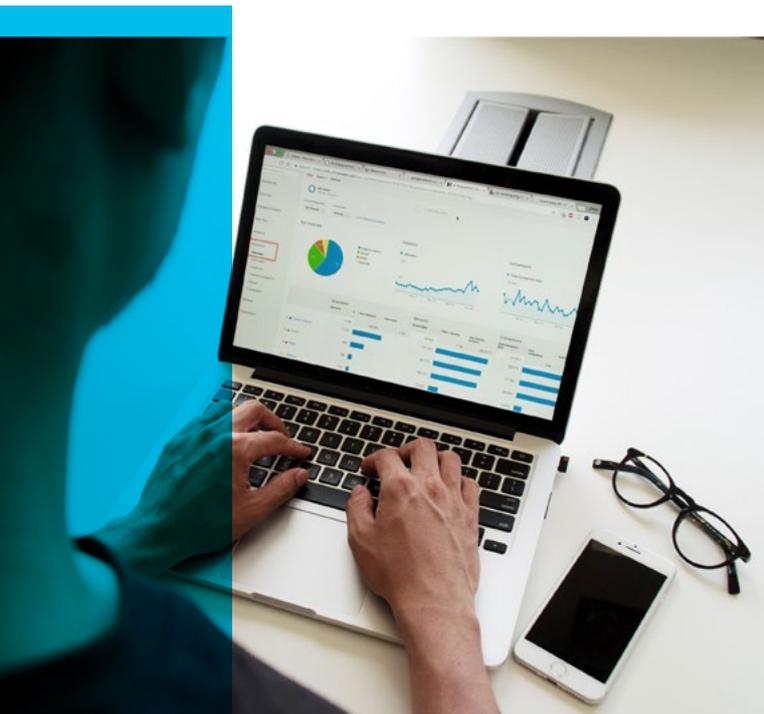
Although traditional engagement surveys are largely timely and utilise a lot of paper-based resources for the company.

In turn, HRIS aims to speed up engagement survey processes, making a survey that is largely accessible and easy to complete.

HRIS will generate an all online survey that ensures surveys are paperless and further the data from these surveys are being captured and stored all online within the HRIS for HR managers to access at any given moment in time.

This effectively ensures that when an engagement survey is pushed out to employees through the HRIS system the data is not lost and is being stored ready for HR managers to make effective business decisions to further develop the engagement of employees within the organisation.

Moreover, a HRIS system may allow for streamlining surveys so that double-entry of repetitive tasks when generating the survey is removed, and entering unnecessary data is effectively removed.





HRIS further has a strong role in automating data analysis based on the data that was captured from various engagement surveys utilised within the HRIS.

Specifically, the HRIS will allow managers to compare the results of key metrics that they are aiming to measure and then utilise this information to make key informed decisions.

Furthermore, a well-built HRIS may make recommendations or highlight an area of importance based upon the data that management may see and then utilise for integral management decisions.

It is important to note that EmployeeConnect provides a wide variety of clients with a HRIS solution that helps to ensure employee engagement levels can be monitored, assessed and maintained effectively.

EmployeeConnect client Diverseco commented about the surrounding benefits that the HRIS utilised for employee engagement had delivered to their organisation: “EmployeeConnect has enabled Diverseco to introduce workflow automation revolved around the Employment Lifecycle and realised benefits included an engaged workplace which produces benefits such as increased productivity, positive employee satisfaction, higher retention, increased profitability, reduced absenteeism, exceptional policy compliance, and overall stronger employee loyalty.”



Moreover, Diverseco expanded on the role of the HRIS solution EmployeeConnect provided stating:

“Deployment of EmployeeConnect has added value to our business and increased engagement because our manual processes are now reformed to automated workflows in quick access repositories; our online performance development reviews are on time and linked to transparent and timely wage increases; our front dashboard provides consistent communication so new legislation or training practices can be nationally adopted immediately; our policy portal allows for on-demand policy ‘pushes’ and compliance reports; our online recruitment and induction enables an employee to be engaged before they commence their employment with us and achieve almost immediate productivity; our learning and development enables on-demand learning which fosters a learning culture; and overall, we now have managers who are more ‘available’ to lead and influence a cohesive and high performing workforce because EmployeeConnect has removed the administrative burden.”



Pillars of Engagement

Pillars of Engagement

Engagement effectively encompasses various types of pillars that are essential in measuring how engaged an employee is within the organisation. Pillars act as metric standing points that work to effectively identify what core attributes will influence employees within a particular organisation and how these metrics may effectively influence employee engagement. If an employee effectively meets the engagement pillar, they are one step closer to being fully engaged within an organisation.



Various pillars may differ between organisations, this means that one organisation may find a particular pillar such as trust, impact and alignment as largely important to achieving employee engagement.

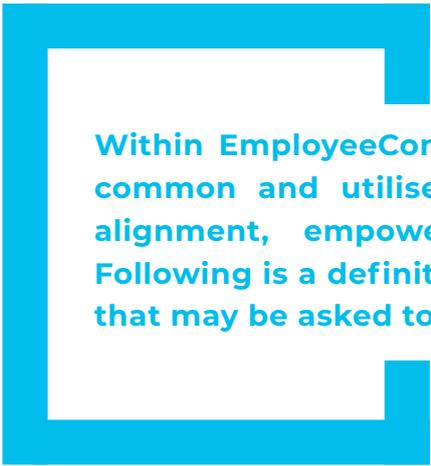
Although another company may find alignment is not so important and satisfaction is of more importance to achieving employee engagement.

In turn, the pillars are designed to be shaped to best meet the organisational perspective of what pillars best meets employee engagement.

Moreover, with these pillars, specific pillar survey questions may be asked to employees to capture data to help the organisation better meet employee engagement.

If the results of the survey are all positive across all organisational pillars, employee engagement has been successfully achieved.

If the results of the surveys are negative across the pillars, HR managers will then need to make informed decisions to better influence employee engagement.



Within EmployeeConnect we have identified seven pillars that are largely common and utilised by HR departments. This includes; trust, impact, alignment, empowerment, recognition, development and workplace. Following is a definition of each pillar and further example survey questions that may be asked to assess each of the seven pillars.

● Trust

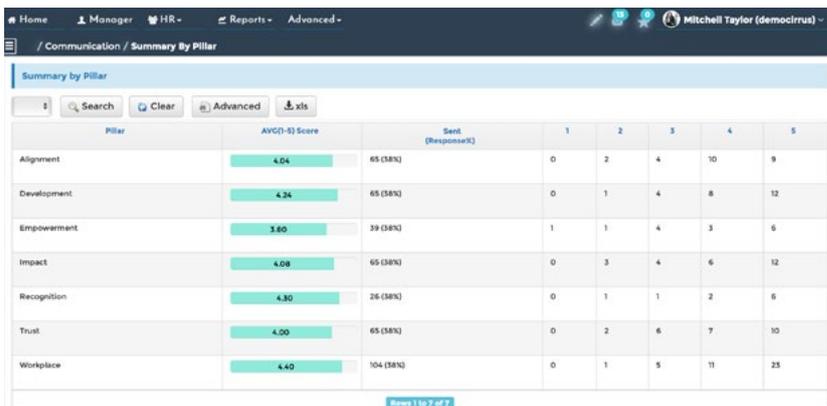
As an engagement pillar trust is defined as an employee's overall feeling of the level of safety and health within the work environment when it comes to trusting individuals surrounding them. More specifically, this is the trust employees have for managers in having the integrity to do what is right. In turn, this trust may impact workplace goals and strategies.

- Do you feel comfortable working with others?
- Do you seek other opinions?
- Has your manager ensured you are looked after?
- Are your colleagues reliable?
- Do you have clear communication with your manager?

● Impact

The engagement pillar that is impact is defined as the overall level of workplace impact an employee has. If the employee has all the available tools to complete tasks effectively through their self-motivation and can influence the work activities in a positive way impact is achieved.

- How motivated do you feel whilst at work?
- Have positive outcomes been achieved from your work?
- Are you satisfied with the level of resources available to you?
- How often do you meet personal goals whilst working?
- Are there any factors that reduce your motivation?



Pillar	AVCI-3 Score	Sent (Response%)	1	2	3	4	5
Alignment	4.04	65 (58%)	0	2	4	10	9
Development	4.24	65 (58%)	0	1	4	8	12
Empowerment	3.80	39 (58%)	1	1	4	3	6
Impact	4.08	65 (58%)	0	3	4	6	12
Recognition	4.30	26 (58%)	0	1	1	2	6
Trust	4.00	65 (58%)	0	2	6	7	10
Workplace	4.40	104 (58%)	0	1	5	11	25



● Alignment

The pillar of alignment is defined as to achieve employee engagement when any alignment of positive personal employee feelings is achieved, moreover, the job is meaningful to the employee's personal goals and objectives and in turn influences the organisation positively.

- What are your personal goals?
- What work values are personally meaningful for you?
- How satisfied are you that the organisation meets your values?
- How meaningful is the current work activities for you?
- Are there any areas that you feel due to personal reasoning need change?

● Empowerment

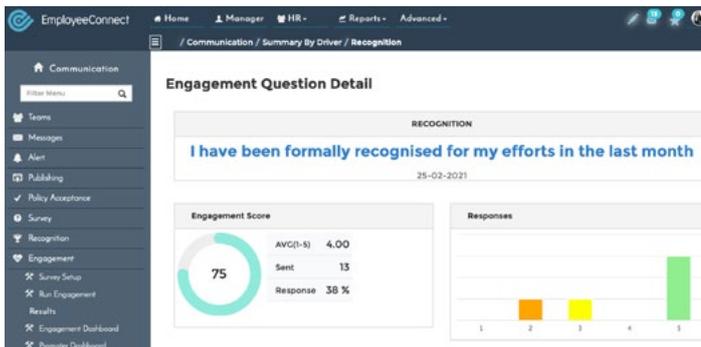
The empowerment pillar is defined as the employee feeling a sense of autonomy and self-determination to complete workplace activities, further, it involves a sense of freedom and discretion when at work, working with a sense of satisfaction and motivation for exceeding workplace norms.

- What do you wish to achieve within the organisation?
- What would you wish to complete whilst at work?
- Are you willing to make key decisions as a team member?
- What tools do you need to work effectively?
- Do you seek support for workplace activities?



● Recognition

The engagement pillar of recognition is defined as the moments an employee receives critical feedback, acknowledgement and further encouragement for their performance, work or commitment to the organisation.



- How valued do you feel within our organisation?
- From your most recent recognition experience, how appreciated do you feel?
- Do you feel motivated to work more from the recognition you receive from your manager?
- How valued do you feel by your co-workers?
- What aspects of management motivated you to work more effectively?

● Development

The pillar of development is defined as the ongoing training and growth of an employee to work more proficiently, this is done through the acquirement of new knowledge, skills and experience to grow professionally within one's career.



- Are the training programs influential to the skillset you wish to acquire?
- What training program helped your skillset grow?
- What motivates you to learn within an organisation?
- What knowledge do you need to progress your career?
- How does your role help your career learning?

● Workplace

The pillar that is workplace is defined as the work environment that an employee is encompassed in that it is inclusive and both recognises and respects the individual. That is a working environment that aims to guide employees to their full potential. Moreover, a largely positive culture-driven environment that may be influenced by such factors as; positive teamwork, balanced flexibility, effective communication and further an enjoyable and fun environment.

- Are you comfortable within your workplace?
- Do you feel respected by others?
- How motivated are you by the workplace environment?
- Is their teamwork culture that is largely positive to your motivation?
- When working do you feel overwhelmed and stressed with tasks?



Through utilising EmployeeConnects HRIS solution clients Kane and Diverseco have identified specific pillars that are related and important to their organisations.

Kane spoke about four main pillars “Communication, Development, Feedback and Innovation.”

When assessing the pillar that is Innovation Kane asked employees “I am encouraged and supported to come up with new and better ways of doing things.”

Likewise, Diverseco stated, “Our engagement pillars are development, recognition, communication, strategy, values, trust, safety and overall feedback.”

When assessing development, through surveys they had asked: “I am provided with a career path and with opportunities to develop.”



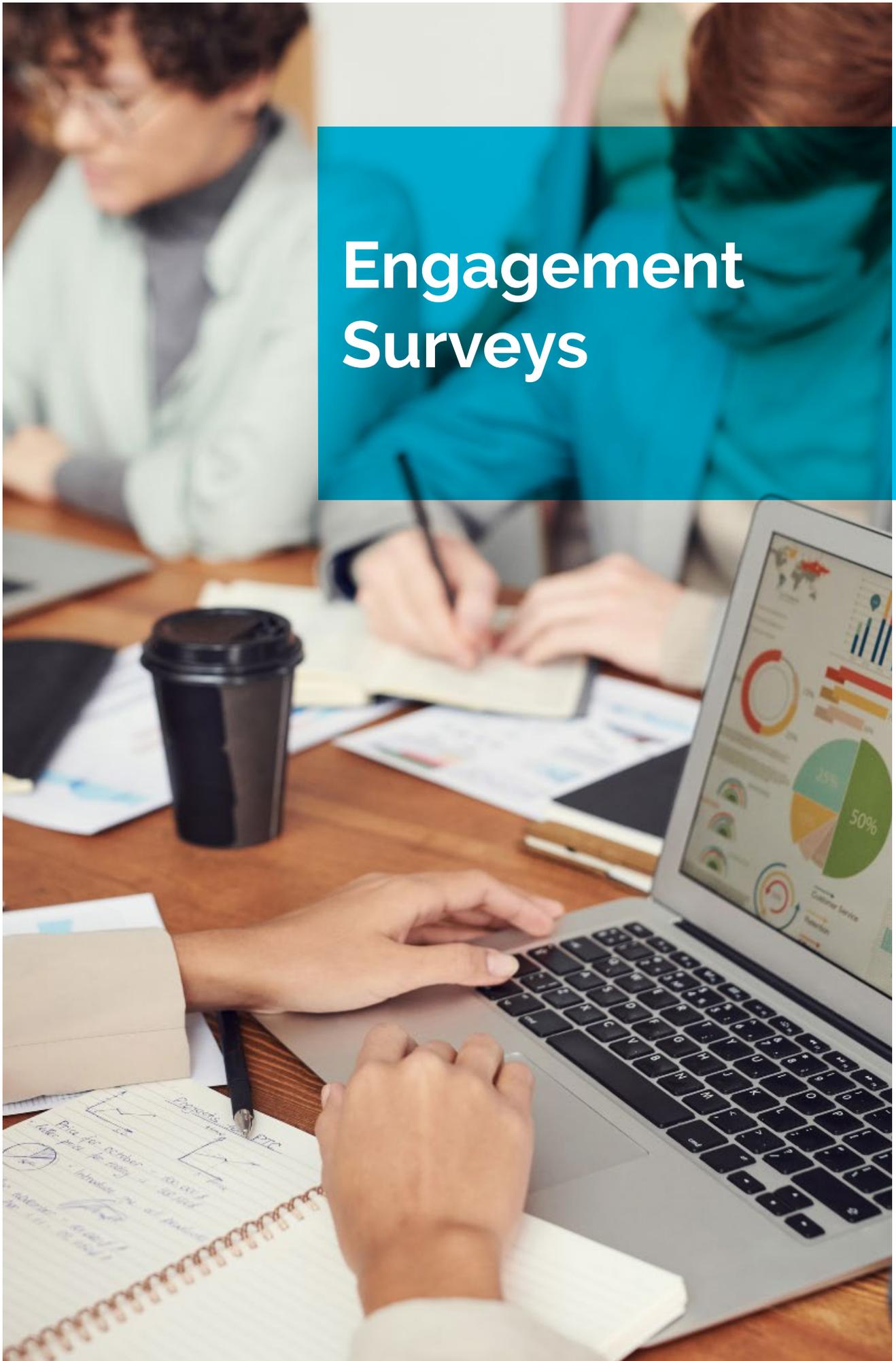


Although it is further important to understand the reasons and how EmployeeConnect clients created their pillars to be aligned with the organisation.

Kane mentioned, “We try, keep and create a wide range of pillars to understand where our pain points are.”

On the other hand, Diverseco had stated “Many of these pillars were themed around Culture (values), Leadership, Strategy, Development and Safety which are important to our Diverseco Executive Team. This is because these themes, if achieved positively, can translate to an engaged, safe and high performing culture which attracts talent, drives stronger engagement, increases innovation, impacts happiness and job satisfaction and overall returns our employees home and back to work in a harmonious manner.”

Engagement Surveys



Engagement Surveys



The most common method in measuring employee engagement within an organization is through the utilisation of an engagement survey.

Specifically, an employee engagement survey is a measure that captures data that may show the current engagement, motivation and productivity levels of employees.

Moreover, the survey will measure a variety of metrics linked to engagement that can give managers insight into the thoughts and attitudes employees currently have within the workplace.

It is largely essential that organisations not only capture this data but act on the results of the data to effectively conduct a successful employee engagement survey.

This is due to the engagement survey presenting the opinions of an existing employee within an organisation.

It may be data that is the feedback that employees have given or may be quantitative data that can be used to assess the overall engagement of the entire employee base.

Without any action on this data, employee engagement is likely not to improve and, in some circumstances, it may worsen the engagement levels of employees within the organisation.

Moreover, an engagement survey may utilise an anonymous survey system.

This ensures that when conducting surveys employees may freely share their opinions on various sensitive areas and topics that an organisation may like to capture, without employees needing to worry for the fear of negative repercussions if a negative response is given.

This ensures that true insights are captured so that HR managers may make highly relevant decisions to improve the employees' experience and enhance employee engagement.

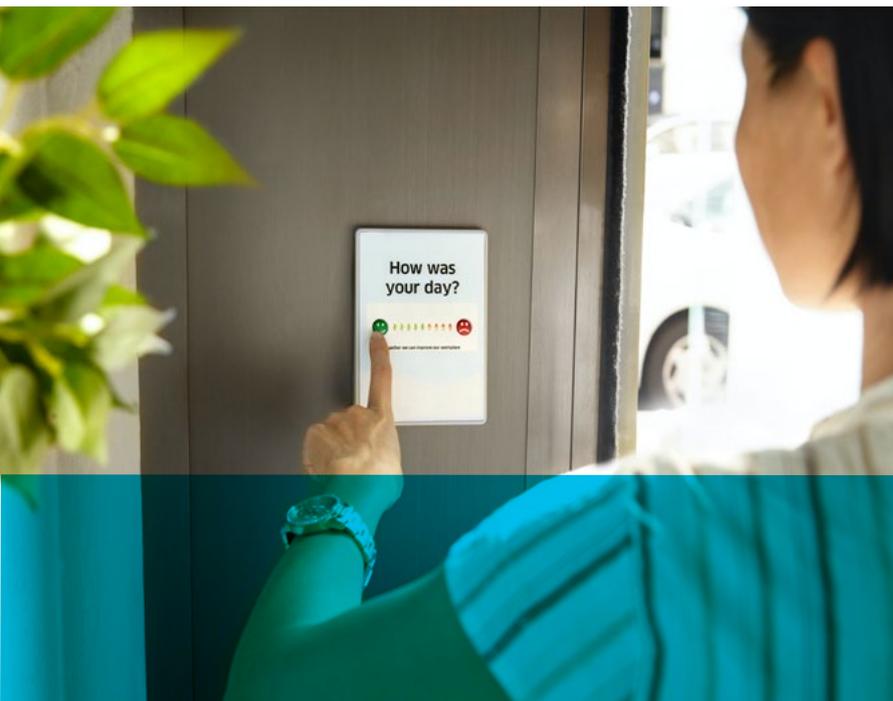


Engagement surveys are very simple to create and push to employees either utilising a traditional method or a HRIS driven methodology.

Commonly within engagement surveys, two different surveys generally stand out amongst the other surveys.

These two surveys are traditional (benchmark) surveys and pulse surveys.

Each survey aims to ensure that employee engagement data are being captured and in turn, employees are effectively being engaged by HR.



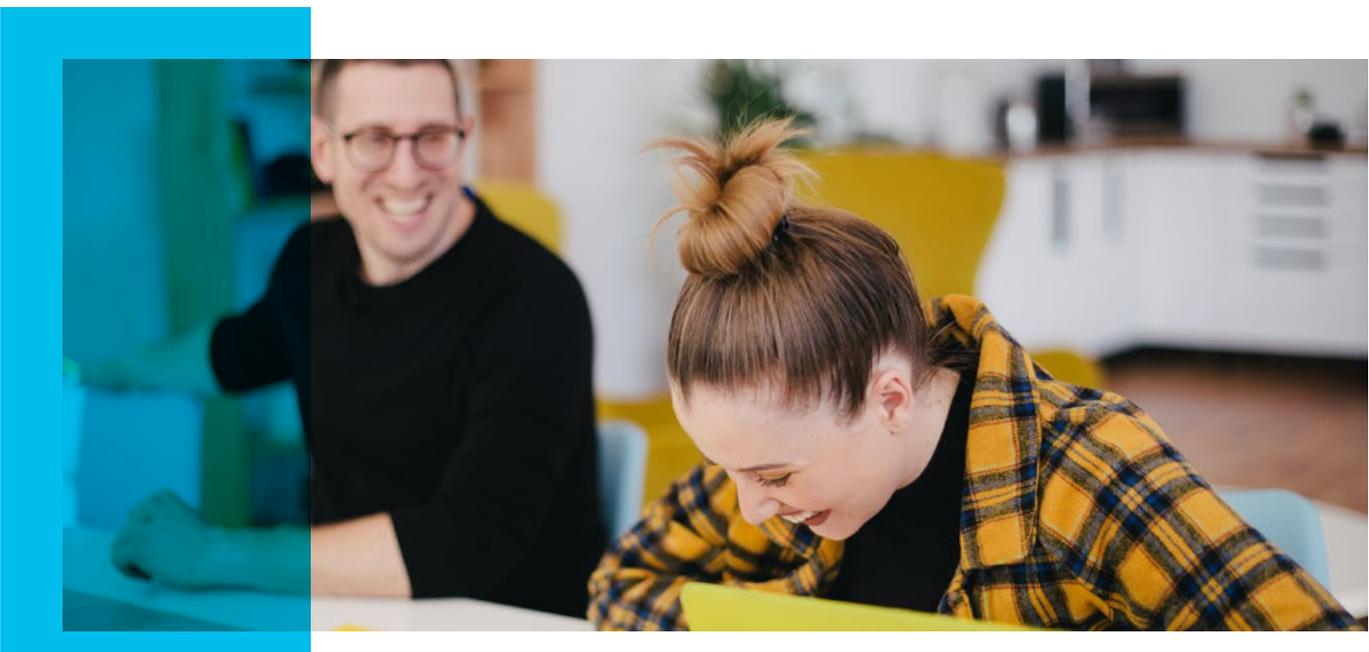
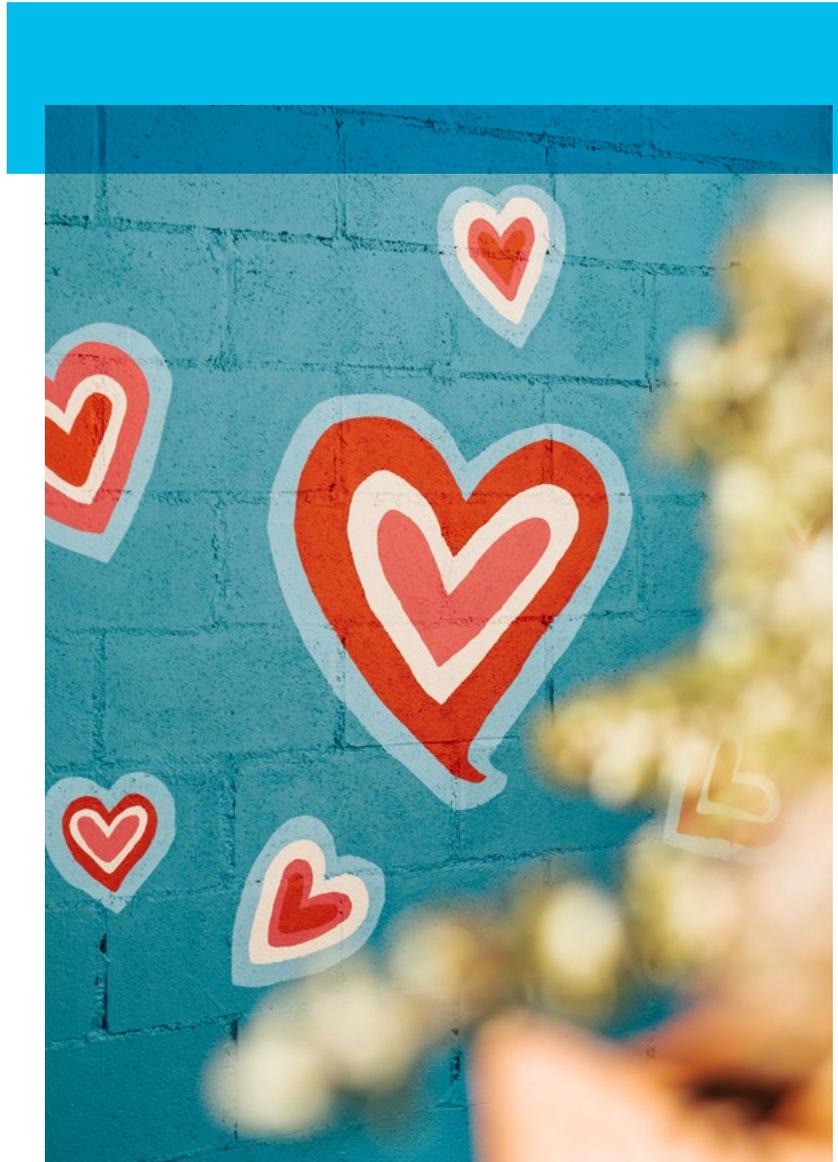
Pulse Surveys are surveys that are largely rapid and recurrent that are utilised by HR management to receive fast data on any given metric they wish to assess.

The pulse survey rules out largely complex questions and is designed to be asked every week or every few weeks.

A pulse survey is a largely useful tool for assessing engagement pillars within an organisation.

Recently pulse surveys have become largely popular due to the ever-growing evolution of technology, through which a pulse survey has become an easy to utilise tool through a HRIS system.

Conducting a pulse survey through a technology base has been seen to minimize the costs of operation and ease the pain of administration by digitizing the survey.





Moreover, through utilising a pulse survey various benefits may be achieved for the employee's engagement.

Firstly, due to the employee constantly being asked to undertake engagement surveys through the pulse survey system an employee may feel encouraged to have positive employee engagement.

This is largely due to the employee providing regular feedback to which they feel a sense of empowerment, that is their voice is being heard.

Another benefit of a pulse survey is that it allows for the HR department to have a continual improvement tool due to data being captured frequently.

This means that HR can make relevant decisions to ensure that employees are constantly being engaged and any negative responses are effectively looked into and effectively removed.



Traditional surveys are largely used by HR managers to both engage employees and measure employee engagement levels.

A traditional survey is conducted much less frequently than a pulse survey, generally, this survey may occur once every few months or even once a year.

The traditional survey involves gaining largely complex and detailed responses from employees to measure a range of data that HR could utilise to effectively build employee engagement.

One major benefit that a traditional survey gives to HR departments is that it provides largely descriptive and detailed information that HR managers effectively utilise to assess the current level of employee engagement based on the measured metrics utilised within the traditional survey.

Another benefit similar to that of a pulse survey is that any issues that are presented from the employee that mitigate employee engagement may be identified and in turn effectively removed.



An essential strategy that HR managers should utilise is the combination of the two survey systems.

A frequent pulse survey should be utilised and further a traditional survey could be given every few months to gain further insights into metrics that need more detail.

This will ensure that employees are effectively being engaged within the organisation through engagement survey tools that maximise the level of data being captured to make detailed decisions that achieve employee engagement goals.

EmployeeConnect provides a HRIS solution which allows clients to conduct all forms of surveys throughout their organisation.

Kane had mentioned, “We do surveys at week one and week six of joining the business, exit surveys, and annual engagement surveys. Further, we have divisions that would love to continually utilise quarterly pulse surveys, which we are continually currently developing.”



Moreover, Diverseco utilises EmployeeConnects engagement survey functionality whereby they stated, “we have collectively as an executive team created a ‘stop, start and continue’ action plan and transparently shared that with our employees as our commitment of activities to improve their workplace experience.”

Both clients have found that the HRIS tools offered through EmployeeConnect not only assists in engaging employees but also helps in adding value throughout the entire organisation.

This is due to administrative burdens being removed due to workflow automation allowing for surveys to be conducted with minimal effort.

Further, employees are continually able to be engaged throughout the entire employee lifecycle due to the extensive array of tools EmployeeConnect provides within the HR software solution offered to clients.





“

Cloud HR
Software to
Build a Better
Workplace .”

For more information on the EmployeeConnect HRIS solution, or to request a free demo:

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