ENGAGED EMPLOYEES OR HAPPY EMPLOYEES? WHAT SAY YOU

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Introduction

Today, more than ever, organizations rely on employees to achieve their long-term or short- term goals However, the discussion is on the matter of what kind of employee does an organization needs to have. Previously, organizational holders or leaders are keen to have employees who are happy at work. This is because they foresee that employees who are happy at work would reflect positively to the productivity as well as the work culture of the organization. However, with the pinching of staff from fellow competitors, organizational holders are working on nurturing engaged employees as compared to happy employees. Why is it so?

The Difference Between The Two

According to Chan A., (2019), happiness is an abstract feeling. It is true that having happy employees indeed would reflect on the work atmosphere. However, it does not assure higher productivity. This is because employees can be happy due to many factors, for example the perks of free lunch offered by the organizations, the happy hour which is being offered for those who stays late at work and also may due to the companionship which he gets in the workplace. It was also mentioned that happy employees who are not engaged to the organization are not productive.

As for employee engagement, it is basically the employee's emotional commitment towards the goals and objective of the organization. In other words, the emotional commitment is shown by employees' care and concern about their work and their company and these employees would work and go the extra mile to achieve the goals of the organization. Employee engagement is ultimately the level of enthusiasm and dedication of the employees towards their contribution to the organization. As mentioned by Heathfield S.M., (2019), engaged employees are said to be more productive, very customer-focused, and are profit-generating. Additionally, rapid changes due to customer's demand as well as technology change, engaged employees are noted to be

able to work and perform well in these situations. This has led employers to find ways to create and retain engaged employees in the organization.

Creating Employee Engagement Atmosphere

There are several ways in creating and cultivating engaged working atmosphere. However, for the purpose of the paper, four ways on how organizational leaders or employers could assist in creating such working atmosphere are discussed below.

1. Clear objective

Organizational leaders and employers need to have a clear objective for each task. The task and objective have to be clear and achievable. Leaders also need to ensure that employees are encourage to seek clarification if there are any doubts on any of the issues which are not clear (Clake, n.d.).

2. Job fit personality

Getting and matching the right people to the right roles is definitely a must. Therefore, having all the data on the employees' capabilities and talent would assist the leaders to do the appropriate match possible. In situation as such, professionalism from the leaders have to be first hand and they would have to avoid biasness in doing the match especially if the position comes along with power and status. Besides, an employee who is being wrongly matched, would feel the pressure to perform as some of them do not have the knowledge and ability to complete the task (Gleeson B, 2017).

3. Clear constructive feedback

In situation where a task is being performed and completed; however, failed to meet the standard required, constructive feedback is very much necessary. This is to ensure that employees are aware of what are the corrections or methods which need rectifications. Additionally, regular feedback either in a formal or informal way is best to be done on a regular basis as this would keep employees informed and able to share their challenges along the process. However, leaders need to ensure that the focus of feedback is on the process of the work itself and not the employee. Leaders are reminded to provide feedback in private without embarrassing nor humiliating the employees. For this, professionalism from both parties are the core for success (Clake, n.d.).

4. Respect

According to Reddy C., (2020) respect is the most significant factor in creating an employee's engagement work culture. Leaders who are being respected due to their ability to lead and manage is an added bonus as what ever decisions made by them would be supported by the emmployees themselves. However, leaders also would need to respect the employers or the team

members under his wing. This is because respect reduces conflicts, reduces stress and increases productivity as well as encourages engagement to the organization.

Conclusion

With the above brief write up, we can now understand that having a team of happy employees is great and fun to be with, however having engaged employees would lead the organization to go a long way with success and harmony in the work place. Understanding this, organizational holders and leaders should focus on creating an environment which encourages employee engagement for the benefits of the organization.

Let's do this!

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