

Employee Experience Assessment – a Retention Strategy

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With the growing trend of “Engaging Employee” which is directly related to Achieving the Business Goal of an Organization, Employee experience assessment is one of the best tools in determining such engagement.

There are various tools and techniques utilized by the Employers to keep their Employees engaged. The most significant areas are:

- △ Rewards and Recognition programs
- △ Appreciation
- △ On-going trainings
- △ Celebrations (festivals, birthdays, occasions on achievements, etc)
- △ Two-way communication
- △ Skill enhancement programs
- △ Opportunity to learn and grow across segments

A periodical – minimum once in 6 months or maximum once in a year – assessment/ survey, based on the following metric shall be mandatory for a management to move forward next stage.

The major factors which influences the individual employee are:

1. Appreciation
2. Relationship with team and Manager
3. Development
4. Company culture / Outlook
5. Communication
6. Compensation vs. Market

Few of the above, like Company culture and Appreciation are very sensitive variables, where the Organization had to be more specific in consideration. If Communication is less favourable to an employee may not be an irritant factor as compared to worst Company culture or not getting appreciated.

Compensation too is a determining factor for any individual employee, but it may have an effect only if the financial burden of the individual has considerable increased in his personal life and affects. Where non-appreciation for hard work is demotivating, which influences the performance and belongingness fails if the culture is bad.

Metrics	Objective	What if agreed by the employee	What if disagreed by the employee
Appreciation	Whether the employees are motivated to perform with full potential. It matters most in Employees Satisfaction	Expect Improved performance from the employee	To identify the reasons for disagreement and review with the employee
Relationship with Team and Manager	Collaboration of the team is significant in meeting Business objectives. Organizational achievements are beyond personal assumptions and biases, if any	The flavour of such relationship will pass through other departments and reflect the company culture	The grounds such discontent should be addressed at fast phase
Development	Opportunities made available to everyone, in enhancing their skills which can better the performance in current and future capabilities	The individual is on the track and fit for capabilities of change. Further the capacity with related programs	If it is not happening because of the individual, then improvement plans should be initiated. Else, the appropriate skill shall be identified
Company culture	The way the Organization achieves its Mission. A set of code which it feels fit, where a team of individuals work in a group and produce the desired results	There is a sync between the employee and the organizational culture. Such consideration shall be disseminated among others	Prevalence of mismatch in the expectation between Company & and the individual or misunderstanding shall be probed and acted accordingly
Communication	A regular Two-Way information dissemination between the employee & Manager or Management will enrich bond amongst both which make more accountability either side	Openness and transparency will improve health of the Organization. This feedback will determine such positivity	Hidden information or surprises will demoralize the spirit of an individual employee while performing
Compensation paid vs. market	One of the key factors which influences the employee's performance. More is good for both and less can be compromised with other benefits	Employee may not complain if it is more than the market	Reasons for paying lesser than the market shall be substantiated with appropriate justification

Human Resource planning helps the management in a bigger way, while it decides on expansion or structuring the size. This assessment/survey will make more visibility of “Intent to Leave” by any employee significantly, which is beneficial in manpower planning/ succession planning. Besides, if dissatisfaction of employee is more and evident, then the Employer may not invest on the individual.

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