

Employee Engagement – The Great Untapped Resource

The unrecognised and untapped solution to increasing Australia's GDP could be right under our noses if employees were actively and willingly engaged in the purpose and direction of their organisation, according to Dean Morelli, Managing Director of [Employgroup](#).

"Employee engagement is the vital determinant in business success. Profitability, growth, productivity, innovation, customer services and employee well-being are all positively impacted by elevated levels of employee engagement," said Dean.

"An engaged employee is enthusiastic about their work and is more likely to further the organisation's reputation and interests. He or she is a good employee to have around the workplace as they are more efficient, have a good work ethic, and are committed to their organisation's goals and values. They're also more likely to have higher levels of productivity," he said.

According to the Gallup Organisation's *State of the Global Workplace*, a 2010 worldwide study into employee engagement and wellbeing, a fifty percent increase in the number of engaged employees in the Australian workforce would add an extra \$100 billion to the size of the GDP.

"Achieved over a five year period, that would effectively amount to more than 1% GDP growth to the Australian economy each year. Politicians and economists would move heaven and high water to achieve that level of growth," said Dean.

"If businesses are achieving current levels of EBITDA with a workforce that is, on average, 65% disengaged, imagine what could be achieved if that was reduced to 50, 40 or even 30%. Significant growth can come from even as little as 10% improvement," he said.

A 2012 report by CSI International into employee engagement at global manufacturer of mining and construction equipment Caterpillar, clearly demonstrates the direct correlation between improved and sustained engagement and return on investment.

CSI International initially created engagement learning for every Caterpillar manager in North America and following dramatic results, rolled out the programme globally in seven different languages, resulting in an 8% increase in engagement worldwide.

The report states that following the implementation of the global project, a six-sigma black belt study was initiated to correlate the benefits of improved and sustained engagement levels and found that over US\$100M in benefits were attributed in the areas of safety, velocity, quality, attendance and waste.

Dean believes that elevated levels of employee engagement are within reach of every organisation, and agrees with CSI International that it begins with leadership.

"Leaders decide whether the growth, development and recognition of staff are fundamental to business. Leaders can determine the priorities given in the recruitment process. It's just a matter of providing the facts to leaders who will soon recognise that their organisation will benefit by actively engaged employees," he said.

"Employees don't start a new role disengaged. They start full of enthusiasm, keen to make an impact, and eager to prove themselves and do a good job. Disengagement happens over time as core but basic employee needs are not met. Businesses need to maintain that enthusiasm and keep employees engaged. They need to provide staff with basic tools and workflows that can let them excel," says Dean.

“The aim for business owners in Australia should be to remove the administrative burden that stops keen staff from executing good management practices,” he says.

“Utilising management tools that structure, schedule, inform and regularise the interaction between staff and leadership teams, and encourage employee engagement, will result in improved trust in the employee-employer relationship and ultimately increase an organisation’s productivity.

“These tools and solutions, developed by [Employgroup](#) here in Parramatta, empower leaders to improve employee engagement without compromising their direct business imperative or core business goals,” says Dean.

He adds: “We don’t delude ourselves that management tools and software alone can achieve immediate transformations, but they can alleviate arduous tasks and deliver improved efficiencies, and they can help turn good leaders into better leaders. With new and recently promoted staff, their fire is already burning bright for their business - employee engagement is all about keeping the flame alight.”

About Dean Morelli

Dean Morelli is the founder of Aussiepay, Australia’s leading provider of outsourced payroll solutions, and the newly appointed Managing Director of [Employgroup](#).

Formed in early 1992, [Aussiepay](#) was built on Dean’s belief that effective business process outsourcing solutions had to move beyond delivering technology alone – they also had to focus on service excellence. Dean led Aussiepay to become a multi-award winning company that thrives on client responsiveness, a quality focus and a commitment to reliability, accuracy and continual improvement.

Dean’s entrepreneurial energy continues to be a driving force behind Employgroup’s innovative approach to system and product development. Dean’s focus at Employgroup is to build on foundation developments and provide the tools and systems that promote and encourage employee engagement within clients. Employee Engagement is recognised as the great untapped resource in the business landscape. Dean believes that the challenge is to remove the administrative burden that encumbers line managers in executing world class human capital management practices.

About Employgroup

[Employgroup](#) is a full service employee management provider including human resource management and time& attendance.

Launched in August 2014, the new service arms of *Employgroup* will include:

Aussiepay – the flagship payroll outsourcing solution

ePayroll – cloud-based payroll solution designed for the SME market

EquipHR – a new human resource information system (HRIS) including performance management, on-boarding skills matrix and employee exit

Synchronise – new time and attendance (T&A) system including award interpretation

eCorporate – full spectrum of cloud-based employee management solutions including payroll, HRIS and T&A