

Specification of Competency Standards for Human Resource Management

Unit of Competency

Title	Measure employee engagement level
Code	107093L4
Range	Measuring employee engagement level through different means to obtain a better understanding of employees' views and their relationship with the organisation. This applies to the measurement of employee engagement level with the use of quantitative and qualitative indicators that align with the organisation's people commitment and business strategies.
Level	4
Credit	4
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge in the Subject Area <ul style="list-style-type: none"> • Understand the strengths and weaknesses of different methods of measuring and improving employee engagement • Understand common employee engagement indicators in the market to enable market benchmarking 2. Applications and Processes <ul style="list-style-type: none"> • Complete segmentation of employee groups for measuring their engagement level through different means • Adopt mechanism and channels to measure employee engagement level, with quantitative and qualitative indicators, for different groups and levels of employees • Check data collected from different sources and complete reports with major findings to relate the impact of employee engagement on business results and employee performance • Provide assistance in implementing organisational and departmental action plans to improve employee engagement 3. Professional Behaviour and Attitude <ul style="list-style-type: none"> • Adopt specific, measurable and practical employee engagement indicators • Proactively examine the accuracy and details of measuring employee engagement
Assessment Criteria	<p>The integrated outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Implementation of measurement of employee engagement level with quantitative and qualitative indicators (e.g. customer satisfaction level, absenteeism, employee turnover rate, employees' confidence in the organisation's products or services). • Provision of assistance in implementation of organisational and departmental action plans to improve employee engagement.
Remark	