

Employee Satisfaction and Engagement Planning Events Post-Pandemic

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Introduction

Recovery Centers of America (RCA) provides superior addiction treatment, delivered by a team of expert professionals in the comfort of a world-class facility. Their team will answer your call 24/7, 365 days a year. They provide transportation that will be at your door in 2 hours or less.

- RCA offers inpatient detox to manage withdrawal from alcohol, opioids, or benzodiazepines. Treatment begins with a medically monitored detoxification process.
- RCA offers inpatient treatment that is administered 24/7, for typically between 30-40 days. It is a structured environment with around the clock support. Individual therapy, group therapy, and art and music therapy are all part of the evidence-based treatment used.
- RCA offers outpatient treatment that includes individual, and group therapy along with medication management if needed. Family therapy sessions are recommended with both inpatient and outpatient treatment.

(Recovery Centers of America, 2022)

Internship Project Objectives

- To improve employee engagement
- To survey employees on their choices for employee appreciation, and employee engagement events.
- To create a plan for a future employee engagement event

Rationale: During the COVID-19 pandemic, many employee appreciation events were put on hold, and many events were changed or executed differently.

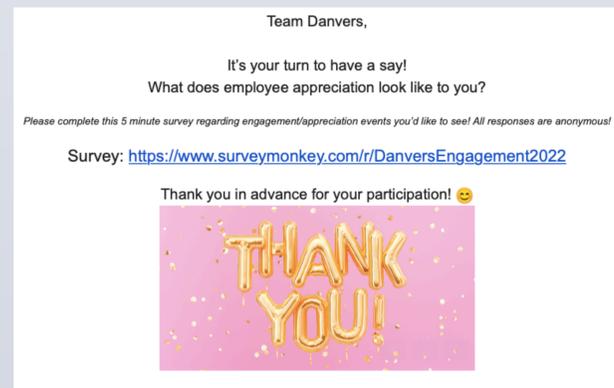
Related Literature

“Job satisfaction is one of the most researched phenomena in the domain of human resource management and organizational behavior. It is commonly defined as a “pleasurable or positive emotional state resulting from the appraisal of one’s job or job experiences” (Schneider and Snyder, 1975; Locke, 1976). Job satisfaction is a key element of work motivation, which is a fundamental determinant of one’s behavior in an organization” (Ćulibrk, Delić, Mitrović & Ćulibrk, 2018, para. 11).

“Employee engagement has emerged as one of the greatest challenges in today’s workplace. With complexities and stringent regulations in many organizations, employee engagement will continue to challenge organizations in the future (Mishra, Boynton, & Mishra, 2014). This aspect challenges management because engagement is a critical element in maintaining the organization’s vitality, survival, and profitability (Albercht, Bakker, Gruman, Macey, & Saks, 2015; Breevaart et al., 2013; Farndale & Murrer, 2015)” (Osborne & Hammoud, 2017, p. 53).

Materials and Methods

- Created an online survey to receive feedback on previous employee engagement events.
- Sent survey to all staff at Recovery Centers of America- Danvers
- Asked for ideas for future events
- Created a plan for a future employee engagement week
- Employees were asked what kind of dress up themes they would like to see. They chose from:
 - Sports Apparel Day
 - Jeans Day
 - Wacky Wednesday
 - Throwback Thursday
 - Fall Flannel Friday
- Employees were asked what kind of events they would enjoy. They chose from:
 - Balloon Prize Pop! Event
 - Reiki Sound Bath
 - Yoga
 - Buster (therapy dog) Appreciation Ceremony
 - Caricature Sketches
 - Candy Apple Dipping
 - Cookie Monstah Truck
 - Superlative Announcements
 - Themed Food Parties
- Employees were also asked open-ended questions such as:
 - What kind of food would you like to see?
 - Are there any events you would like to see going forward?
 - Are there any dress up themes you recommend?
 - What type of raffle items would you be interested in?
 - Any other comments, suggestions, or concerns?



(Email sent to RCA staff)

Results

What events would you enjoy? (select all that apply)		
Answer Choices	Responses	
Balloon Prize Pop! Event	48.15%	13
Reiki Sound Bath	11.11%	3
Yoga	7.41%	2
Buster Appreciation Ceremony	33.33%	9
Caricature Sketches	44.44%	12
Candy Apple Dipping	18.52%	5
Cookie Monstah Truck	81.48%	22
Superlative Announcements	18.52%	5
Themed Food Party	51.85%	14
	Answered	27

The most popular events were the Cookie Monstah Truck, themed food party, and Balloon Prize Pop! Event. The least popular events were yoga, Reiki Sound Bath, and candy apple dipping

Employees also suggested:

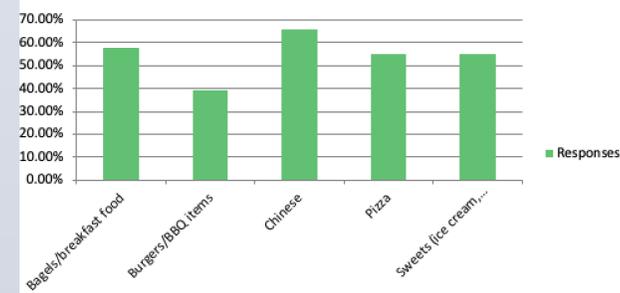
- Cultural day
- Trivia/karaoke night
- Popcorn stand
- Juice bar
- Field day

What dress up would you enjoy? (select all that apply)		
Answer Choices	Responses	
Sports Apparel Day	46.67%	14
Jeans Day	76.67%	23
Wacky Wednesday	16.67%	5
Throwback Thursday	20.00%	6
Flannel Friday	46.67%	14
	Answered	30

Some addition dress up ideas provided were:

- Hawaiian Friday
- Pajama day
- Tie-dye T-Shirt day
- Crazy hair day
- Band T-Shirt day

What types of food would you like to see in the future?



Other food suggestions and comments included:

- Salad bar
- Vegan/gluten free options
- Frozen yogurt

Conclusions



Employee Appreciation Week 2022

Monday

- Dress in jeans day!
- Morning: Breakfast pastries & bagel bar
- Afternoon: Raffle of the day
- Evening: Pizza for night shift staff



Tuesday, October 12

- Dress in 90s wear!
- Morning: Yoga class and juice bar
- Afternoon: Raffle of the day
- Evening: Yoga class for night shift staff



- Information from the survey was utilized to create a plan for a employee appreciation week. Each day had a dress-up theme, event, and food.
- Daily events were planned for night shift staff as well. A suggestion that was made in the open-ended comments section of the survey was that overnight staff were often left out.
- The results of the survey were presented to RCA’s senior leadership which demonstrated what staff were looking for and shared some of the open-ended comments.
- This project paved the way for an employee appreciation week to be planned for staff in the near future. Getting feedback from employees and making sure they were heard, and appreciated, is imperative for positive employee morale.

References

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