

Engagement Execution Excellence: Leicester City English Premier League Triumph 2015/2016

Muhamad Roslan Muhamad Yusoff and Ahmad Rahman Songip

Management of Technology Department,
Malaysia – Japan International Institute of Technology,
Universiti Teknologi Malaysia, Jalan Sultan Yahya Petra,
54100 Kuala Lumpur, Malaysia

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Abstract

The study of execution excellence nowadays has ventured beyond the traditional field of operation management. Decision makers need to properly engage with their sub-ordinate in order to reap the benefits working as a team. This study focuses on the astonishing result of Leicester City Football Club in overcoming challenges during the English Premier League Session 2015/2016. Despite the fact that their voyage is by all accounts like children's fables we cannot avoid our self from the science behind it. Broad desktop research has been directed to uncover the noteworthy variables for Leicester triumph. Taking team sport, for example, football otherwise known as soccer as a contextual analysis to characterize an example of overcoming adversity giving us a superior point of view particularly as far as the genuine implications of engagement and execution.

Keywords:

Engagement, Execution Excellence, Leicester City, Motivation, Sport Case Study

Introduction

Typically for most organization nearly a third to the extreme of fifty percent of their workforce is disengaged. Participation is a bit poor, turnover is high, and profitability or adequacy is average. In astounding organizations seventy five percent or a more unmistakable measure of the workforce is secured, feels enabled, gives more thought and thought and commitment to the relationship since they see their work as basic and feel that the connection knows and ponders them as people (Clifton & Holgado, 2013). They are adjusted to organization objectives; they are exceptionally required in their work and give it their best exertion since it mirrors their qualities and effectively uses their ability and information at an abnormal state (Marcum, 2014).

On occasion exceptional initiative achieves extraordinary accomplishment by moving individuals to put forth a strong effort, to extend and accomplish more than they suspected they could. An exceptional coach can shape a formal or even social event into a triumphant get-together; an influenced maker like Stalin or Hitler can make a world-propelling alliance; an engaging speaker like Barack Obama can make a political change. Regardless, such mixes of

capacities and personality are remarkable. Luckily phenomenal learning and abilities are not required. An understanding of human instinct merged with practices that are learnable can ensure an engaged organization (Marcum, 2014).

The Execution Enigma

Execution excellence has for quite some time been a center methodology utilized by organizations to manage change and enhance their aggressiveness. Extensive experience and best practices have been created to help organizations enhance the rate, expense, and nature of their center operations (Anand, 2016). They keep on deploying these procedures with expectations of fighting the difficulties of the new ordinary, yet frequently these methods lead to incremental, as opposed to leap forward, upgrades. This methodology frequently abandons them uncompetitive when pace and many-sided quality are quickening much quicker than in customary times.

Recently, there has been a noteworthy movement in center toward execution advancement. Development frequently gives an achievement level of change that can re-characterize an association's aggressiveness. Instead of depend on incremental change that can be jumped, organizations wish to influence new innovation and different advances to accomplish a really practical favorable position. Advancement in execution can take numerous structures all through the Enterprise, including plan of action, working model, procedure, or calculation. Luckily, the broadness of new innovation, new accomplices, new materials, and so on is exhibiting a rich arrangement of inputs to supercharge execution advancement.

The perfect reaction is to make magnificence in development, execution and linkage between the two. Much like the Gartner Group's outstanding "enchantment quadrant", firms who can exceed expectations at both creating and sending leap forward development will be all around situated to lead later on (Quadrant, 2015). At the point when greatness is accomplished in both orders, a profoundly prudent circle is made. New developments are effectively and immediately incorporated into existing operations, which abbreviate the basic time-to-quality gauge, enhance speculation ROI, and in particular enhance operations. At the point when execution results are caught and nourished back to the development procedure, critical knowledge into business sectors, contenders, and clients is utilized to enhance the velocity, expense, and nature of the following advancement cycle.

Looking ahead, the persistent difficulties of rivalry, direction, and globalization will wear out organizations that are not all around situated with driving innovation and execution capacities. Accordingly, business must discover better approaches to influence existing Intellectual Proprietary (IP), stimulate synergistic improvement, and assemble outside linkages all while managing a legacy of exceedingly appropriated information, applications, and infrastructure.

The Engagement Sensation

The most ideal approach to manage definitive accomplishment today is not publicizing, or cash related impact, or range; the key is getting a charge out of the eventual outcome of the

data, experience, creative limit and duty of the association's family. Basically, the key is workforce engagement (Clifton & Holgado, 2013).

The idea of engagement rose as of late as a main component to compelling work and learning. Engagement happens when individuals attempt assignments identified with their fitness, learn ceaselessly, submerge themselves and persevere due to the worth they credit to the work. Engagement can be treated as a procedure and continuous action, not an occasion. Its deciding qualities are learning and inclusion. Applying the idea to data association, researchers use a sliding size of engagement beginning with withdrew acknowledgment, moving to talk, to presentation or instructing, at last to use in every way that really matters (Thomas & Prusak, 1998). This process serves to handle data over-burden, a progressing issue, and supplements the movement engagement approach.

Engagement is fundamentally the same as Intrinsic Motivation (IM). IM essentials, as indicated in previous research incorporate weightiness, decision, skill, and advancement (Thomas, 2009). Yet, compensates additionally stay focal in "overseeing" IM, as does an emphasis on initiative qualities to get inspiration "going." There remains a certain yearning with respect to the "inspiration business" to accept it can be educated and oversaw. Simply said, engagement cannot be "made to happen". The action stays with the individual, no matter whether an expert or understudy (Thomas, 2009). Engagement is more a kind of "base up," grassroots marvel that can't be coordinated from the top.

To reiterate the above argument, engagement is something very different from motivation. The following table (Table 1) highlights those differences:

Table 1 Motivation vs. Engagement

KEY ELEMENTS	MOTIVATION	ENGAGEMENT
<i>Aim</i>	Initiate, Activity Focus	Learning, Knowledge Transfer
<i>Accountability</i>	Management	Individual, Team
<i>Action</i>	Planned, Triggered	Ongoing, Continuous
<i>Belief</i>	Human Biological Need	Self-Realization
<i>Power</i>	Top Down, Subtle : "rewards"	Self Determination
<i>Perspective (Worker)</i>	Employee	Partner
<i>Philosophy</i>	Atomistic, Linear	Holistic, Complex

Source: Adapted from Intrinsic Motivation at Work by Thomas (2009)

With a specific end goal to completely draw in the whole workforce a very surprising association style is required: not a controlling, coordinating style, yet rather a visionary, honing,

facilitator scrambling to stay aware of the pack is the fitting model. He or She will have impeccable position of the unleashed learning, establishment, data and obligation of the pulled in bit of the association looking for development and perfection.

Engagement can be nurtured despite the fact that it cannot be directed or commanded. Various authors, scholars, and experts offer apparatuses, procedures and strategies to build representative engagement (John & Hugh, 2009). These offerings are coordinated to directors and pioneers of companies to improve profitability. These frequently are upheld by broad information, as we see with the Gallup association's reports on enhanced money related execution consolidated with recommendations that their specialists and methodology can get it going for the forthcoming customer.

The admonishment here is that every one of these tries offers a top-down push to guarantee a positive showed result. Since expenses are joined, there is thought concerning giving quantifiable results in sensible time to legitimize those expenses. Ordinarily, this procedure falls by the day's end into the solicitation and control suspicions of most affiliations today; it falls into the same trap, as does the "prizes" approach evaluated prior in this talk. The longing to tail thusly is totally sensible yet may not satisfy a complete motivation driving engagement. Review that engagement starts with individual decision and is portrayed by learning and responsibility. This is nonsensical for a couple however key for honest to goodness engagement. In light of current circumstances, what should be possible?

Consider a tool by which the individual measures their own engagement in their present position. These advancements the relationship of the effort from a top-down to a typical power grass roots attempt more inclined to reveal a driving forward change in the organization's lifestyle. This in itself would exhibit the advantage of continuing with the improvement. A true example of engagement endeavor can be pick up from the most popular sport i.e. football aka soccer. Leicester City triumph during 2015/2016 English Premier League distinctly serves as an eye opener in terms of Execution Engagement Excellence.

Leicester City Case Studies: Execution Engagement Excellence

Leicester City winning the English Premier League title is presumably the best underdog story in the historical backdrop of games basically in light of the fact that the league is the most focused, competitive and wealthiest games association in the planet. In fact, Leicester's title is the first by a non-"Big 4 Clubs" in the propelled Premier League time (1992-present) since Blackburn Rovers were assigned champs in 1995 (Sam, 2016a). Likewise, and still, toward the day's end, Blackburn finished second the season some time as of late. Leicester finished fourteenth last season. It's the reason this impossible run blind-found the entire world of soccer.

One way to deal with perspective Leicester City's (famously known as the Foxes) outlandish title is through wagering possibilities. Prior to the season started, British bookmakers recorded Leicester — as a 5,000-to-1 to be crown as champion. The shocking wagers raised lots of hope for pundits even though it's a kind of fairy tales (Mello, 2016).

The Journey

The phenomenal journey of Leicester started as early as on APRIL 4, 2015. With nine games left, the Foxes are in danger to be relegated as they are sitting at the bottom of English First League. However a week in the wake of King Richard III's remains is reinterred, they beat their rival (West Ham United) with a single goal. Coincidentally it's King (Andy King) that put the ball behind West Ham United goal post. Call it a blessing and the Foxes never look back. They keeps on winning the remaining seven last games thus confirmed its inclusion to the top flight (The Premier League). This marks the beginning of its journey, which among its most significant events:

New boss, new approach

JULY 13, 2015 - Leicester City new owner (a Siamese) bring appealing news to the club by naming an Italian citizen as the new Chief Coach (Borden & Sam, 2016). The selection of Claudio Ranieri, whom just recently being sacked by Greece, is a shock decision by the club's Thai owner. Coaching Leicester would be Ranieri's 16th attempt in becoming a supremo in soccer. True enough in his first press conference; he states that his ultimate goal is to avoid relegation and his plan simply for Leicester to gain a minimum 40 points (Sam, 2016b).

Great Start

AUGUST 8, 2015 - In their premier season opening, Leicester surprised everybody including themselves by beating Sunderland, 4-2. Three of their goals come from their "season" but not forgotten player Riyad Mahrez (2 goals) and Jamie Vardy (1 goal) (Sam, 2016)b. Thinking back, it is purely an execution — by those two players and by the gathering — it is critical of what is yet to come.

With Pizza We Deliver

OCTOBER 24, 2015 - Winning 8 out of 9 games have make Leicester overjoyed with their solid beginning. However, they begin to be sloppy in defense and let an easy goal. Hoping to propel his players, Ranieri guarantees that in the event that they can hold a rival scoreless, he will purchase every one of them pizza (Sam, 2016a). At the point when Leicester finally creates its first shutout in its tenth games by beating Crystal Palace 1-0 — Ranieri makes an even better offer. He extends "pizza party" to cover their upcoming games as well hence delighted the entire team.

New Year, New Perspectives

DECEMBER 29, 2015 – In the verge of New Year, a 0 – 0 draw with Manchester City provided Leicester another pizza party despite losing to Liverpool earlier. As 2015 shut, the Foxes are in their best ever position in the Premier League i.e. sharing the same points with the Gunners - Arsenal (Sam, 2016b).

Blessing in Disguise

JANUARY 20, 2016 - A 2-0 defeat to Spurs during FA Cup does not jeopardize Leicester title chances, however it is undoubtedly put Leicester's out of other contention (Sam, 2016b). This has given Leicester a solid focus and enough rest while its nearest rivals juggle their fitness with Cup matches. In addition they are having another two competitive battle in the prestige Champions League and Europa League, which totally challenged their stamina. The changes in perspective makes Foxes fans start to believe in their dream. The fantasy might now become a reality!

An Assertive Viewpoint

FEBRUARY 6, 2016 - "We're going to win the League" a few thousand Leicester fans chanted a marching song after they beat Manchester City, 3-1. The win has built a clear 5-point lead on the table standings. Even though several tacticians had predicted that Ranieri might play for a tie; rather, Leicester keeps on pressing and scores (Sam, 2016a). The rest is history, confirming aspires to be the new king of English Premier League.

In Defense We Trust!

APRIL 3, 2016 - Leicester 1-0 win against Southampton moved them 7 points ahead of Spurs with six matches to spare (Sam, 2016a). Pizza becomes a norm as the Foxes maintained their clean sheets to fifth shutout from six matches. The following week, the Foxes extended their record to six out of seven games impressively by beating Sunderland 2-0.

Three Points ... Just Three Points More

APRIL 24, 2016 - The Foxes impactful run continue by beating Swansea City, 4-0. Leicester is inside a solitary triumph the following day as Tottenham Hotspur just managed to seal a draw with West Bromwich Albion (Sam, 2016a). Leicester's fans are in jovial mood — can't hide their eagerness for the Sunday game, as they can finally lifted the trophy with a triumph over the Red Devils (Manchester United) at their home ground - The Old Trafford.

A Tie and a Title

MAY 2, 2016 - Leicester City missed a chance to secure the title early when it tied, 1-1, at Manchester United on May 1. In any case, when Chelsea struggled back to tie Tottenham, 2-2, somewhat more than 24 hours sometime later, the plan was accomplish. Leicester surpassed Spurs in the standings by 7 points with two matches to go, which implies the Foxes couldn't be beaten. Clearly, Leicester City players and fans, celebrated vigorously.

A View from Engagement and Execution Perspectives

The following table (Table 2) represents Leicester City Engagement Matrix, which summarize the chronology of its debut since the start of the season till they lifted the trophy. It is clearly shown how the team treat different situation with different principles; hence the decision to solve their complications.

Table 2 Leicester City Engagement Matrix

Situation	Principles	Decision
Normal	No Harm Done – Keep Trying	Business As Usual (Operational)
Tricky	Face 1 by 1 – Focused	Business As Usual (Tactical)
Complex	Do or Die – Calculative yet Simple	Strategic Moved

The team are really onto it since the very beginning where they simply just trying their best to outperform other teams. During this Normal situation (5.1 New Boss, New Approach, 5.2 Great Start and 5.3 With Pizza We deliver) it’s merely kinds of day-to-day operation for Leicester. However when the thing get tough (5.4 New Year, New Perspectives ..., 5.5 Blessing in Disguise and 5.6 An Assertive Viewpoint) Leicester approach are more focused and they start treating each and every team differently. Their “business” has changed from “Operational” to “Tactical” in order to meet the course.

When they entering the end of season their situation has dramatically changed from Tricky to Complex mainly because of the intense of the league itself. Leicester circumstances (5.7 In Defense We Trust, 5.8 Three Points ... Just Three Points More and 5.9 A Tie and a Title) and agony does not help either. At this junction their title contender – Tottenham still have the chance surpassing them provided they scored the maximum available point while Leicester drop a game. The playing field has totally changed. Leicester needs to incorporate Strategic Move in every remaining game. Their slogan has turn into “Do or Die”. A simple plan, which is to avoid any defeat, was establish. Very calculative strategic moves towards their opponent threats.

Table 3 Leicester City Execution Matrix

Situation	Rules	Impact
Normal	Guided	LOW
Tricky	Semi-Guided	MODERATE
Complex	Simplified	HIGH

The above (Table 3) delineates the effect of Leicester City execution as for their system decisions to beat challenges all through the season. As the circumstance changed from Normal to Tricky to Complex; so does the guidelines in their execution methodology. Complex circumstance required a more unwind and rearranged rules contrasted with Normal

circumstance that entirely guided. The effect here are fluctuates also whereby the straightforward principles delivering a high effect to the group and supporters. Case in point, the administration straightforwardly announced "Pizza" as their menu for any diversions they won and the supporters can participate in the festival. The activities appear to be next to no however the effects for the solidarity are astonishing.

Conclusions

Consequences of execution and engagement are liable to the circumstances in which it is grasped. One methodology and structure can't fit in all situations. In general, right awareness towards a critical fit helps a relationship to see the fitting merger and securing open gateways, which helps it to make higher execution. Skills transferred across different business entity reached it maximum impact when both strategic execution and engagement exists (blended accordingly).

Genuine execution of an engagement is controlled by the technique institutionalization in the utilization environment. In any case, the level of execution may reduce if the use environment variables veer off from their expected behavior. A case of vital fit is shown by computers' maker Dell, which has aggressive procedure to give an assortment of adaptable tablets and PCs at a sensible cost to their clients, however postponed conveyance when contrasted with another organization's in-house offering approach crosswise over entrances and retail outlets (Calnan, 2016). In such case, an inventory network system that guarantees adaptability and responsiveness is a perfect fit for Dell rather than another organization's strategy to create expanded items, with higher expense of managing business (Chopra & Meindl, 2006).

The alignments between internal and external elements relevant for the company is necessary to create a strategic fit correspond to corporate strategy (Scholz, 1987). Leicester City success highlights the importance of stimulating both engagement and execution to create value for them. Balancing the two in an appropriate way creates a supportive environment to achieve their mission and goals hence produced the desired outcomes. Viva Leicester!

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Corresponding Author

Muhamad Roslan Muhamad Yusoff
Management of Technology Department,
Malaysia – Japan International Institute of Technology,
Universiti Teknologi Malaysia, Jalan Sultan Yahya Petra,
54100 Kuala Lumpur, Malaysia
E-mail: rytiecs@gmail.com

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