



energagesurvey

2018

What We Measure

Our standard survey measures four metrics: The Basics, Leader, OrgHealth, and Engagement. Each of the statements are measured using a seven-point scale, from Strongly Disagree through Neutral to Strongly Agree.

OrgHealth™

OrgHealth measures the various aspects of a workplace that have the biggest impact on Engagement.

■ Alignment

- **Direction** – I believe [this company] is going in the right direction.
- **Values** – [This company] operates by strong values.
- **Cooperation** – There is good inter-departmental cooperation at [this company].
- **Meetings** – Meetings at [this company] make good use of my time.

■ Effectiveness

- **Execution** – At [this company], we do things efficiently and well.
- **Communication Up** – [Senior managers understand] what is really happening at [this company].
- **Open-Mindedness** – [This company] encourages different points of view.
- **Ideas** – New ideas are encouraged at [this company].

■ Connection

- **Potential** – [This company] enables me to work at my full potential.
- **Appreciation** – I feel genuinely appreciated at [this company].
- **Meaningfulness** – My job makes me feel like I am part of something meaningful.
- **Communication Down** – I feel well-informed about important decisions at [this company].

■ My Manager

- **Concerns** – My [manager] cares about my concerns.
- **Development** – My [manager] helps me learn and grow.
- **Helpfulness** – My [manager] makes it easier to do my job well.

Engagement

Engagement measures the outcome you want—employees who are highly committed to your organization.

- **Motivation** — [This company] motivates me to give my very best at work.
- **Referral** — I would highly recommend working at [this company] to others.
- **Retention** — I have considered searching for a better job in the past month.

Leader

The leader is typically the single person who has the biggest impact on *Engagement*.

- **Leader** — I have confidence in the leader of [this company].

The Basics

The Basics are aspects of the job that an employee generally knows before accepting an offer. While these metrics don't drive high levels of Engagement or lead to a competitive advantage, low scores can have a negative impact on the workplace.

- **Work/Life** — I have the flexibility I need to balance my work and personal life.
- **Formal Training** — I get the formal training I want for my career.
- **Pay** — My pay is fair for the work I do.
- **Benefits** — My benefits package is poor compared to others in this industry.
- **Expectations**—This job has failed to meet the expectations I had when I started.

Conditional Comments

We also ask each employee four comment questions about the responses that showed the most passion or stood out from the rest of the company.

Motivation

What about [this company] is motivating to you?

What gets in the way of you feeling motivated at [this company]?

Referral

Why would you recommend working at [this company]?

What makes you hesitate to recommend working at [this company]?

Retention

What contributes most to you wanting to stay with [this company]?

Besides higher pay, what would make you less likely to leave [this company]?

Leader

What about the [leader] of [this company] inspires your confidence?

What could the [leader] of [this company] do to gain your full confidence?

Values

Share an example of [this company] operating by strong values.

In what ways are we not operating by strong values at [company name]?

Direction

What do you like about the direction [this company] is going?

What are your concerns about the direction [this company] is going?

Cooperation

Which departments at [this company] cooperate well with other departments?

Which departments need to cooperate better with other departments at [this company]?

Meetings

What makes meetings work well at [this company]?

What bothers you about meetings at [this company]?

Execution

What does [this company] do efficiently and well?

What does [this company] do inefficiently or poorly?

Communication Up

What are you glad that [senior managers] understand?

What is happening at [this company] that [senior managers do not] understand?

Open-Mindedness

How are different points of view encouraged at [this company]?

Why might someone hesitate to share a different point of view at [this company]?

Ideas

How are new ideas encouraged at [this company]?

What gets in the way of new ideas at [this company]?

Appreciation

What makes you feel appreciated at [this company]?

What makes you feel unappreciated at [this company]?

Meaningfulness

What do you find most meaningful about working [this company]?

What's getting in the way of your job at feeling more meaningful?

Potential

How does [this company] empower you to use your full potential?

What gets in the way of you using your full potential at [this company]?

Communication Down

What do you most value being well-informed about at [this company]?

What would you like to be more informed about at [this company]?

Concerns

How does your [manager] show they care about concerns?

What would make it easier to share your concerns with your [manager]?

Development

How does your [manager] help you learn and grow?

How could your [manager] better help you learn and grow?

Helpfulness

How does your [manager] make it easier to do your job well?

How could your [manager] make it easier to do your job well?

Expectations

What makes this job better than you expected when you started?

How has this job not met your expectations?

Work/Life

How does [this company] help you balance work and life?

What improvements to work/life flexibility would you value most?

Formal Training

What formal training have you found most valuable?

What kind of formal training would you value most?

Benefits

What aspects of your benefits package do you find most valuable?

What change in your benefits package would be most valuable to you?

Additional Questions

3-Word Culture

What 3 words best describe the culture at [this company]?

Combining our patent-pending, text-processing technology with expert interpretation helps you to better understand your culture, the impact it has on employee engagement, and whether or not it's the culture your organization needs to accomplish its goals. *3-Word Culture* results are included in our Expert Support Packages.

Demographics

The following standard demographic questions allow you to drill down into your organization's survey data to gain deeper insight into what's happening within your company:

■ Department

Please select your department. (self-selection)

Do you work in [uploaded department name]? (preloaded departments)

■ Tenure

How long have you worked at [this company]?

(<6 months, 6-12 months, 1-3 years, 3-5 years, 5-10 years, 10-15 years, >15 years)

■ Job Level

Which of the following best describes your position?

(team member, manager, senior manager)

■ Hours

Do you work full-time or part-time?

(full-time, part-time)

■ Salary band

What is your annual income from [this company]?

(<\$30,000; \$30,000-\$50,000; \$50,000-\$100,000; >\$100,000)

■ Location

What is the 3-digit area code for the phone number at your primary work location?



If you're as passionate about employee engagement and your Energage survey as we are, we want to talk to you.

The Energage Customer Advisory Council

Improvements to our survey are informed by input from our Customer Advisory Council. In addition to helping to shape our employee engagement survey, this team also receives early access to our newest features and product offerings. The time commitment can be as little as an hour per year. Contact your Energage Account Manager for more information.