

## Gallup Q<sup>12</sup> Items

The Gallup Q<sup>12</sup> score represents the average of the scores of 12 items that Gallup has consistently found to measure employee engagement as linked to business outcomes.

Total N

552

Current Mean



Last Mean

N/A

Change

N/A

Engagement Index

Engaged: 37% Not Engaged: 51%  
Actively Disengaged: 12%

	Total N	Current Mean	Company Overall Current Mean	Frequency Distribution 1 2 3 4 5	Mean Percentile Rank - Industry - Education - Postsecondary/Higher Education	Mean Percentile Rank - Gallup Overall
<b>Q00:</b> How satisfied are you with your organization as a place to work?	551	3.74	3.74	1:1% 2:7% 3:25% 4:50% 5:17%	46	27
<b>Q01:</b> I know what is expected of me at work.	552	4.27	4.27	1:0% 2:5% 3:10% 4:38% 5:47%	47	34
<b>Q02:</b> I have the materials and equipment I need to do my work right.	550	3.93	3.93	1:2% 2:7% 3:20% 4:38% 5:33%	45	35
<b>Q03:</b> At work, I have the opportunity to do what I do best every day.	547	3.90	3.90	1:3% 2:8% 3:21% 4:34% 5:34%	51	35
<b>Q04:</b> In the last seven days, I have received recognition or praise for doing good work.	523	3.27	3.27	1:18% 2:15% 3:18% 4:22% 5:28%	46	27
<b>Q05:</b> My supervisor, or someone at work, seems to care about me as a person.	539	4.27	4.27	1:4% 2:6% 3:10% 4:22% 5:59%	60	50
<b>Q06:</b> There is someone at work who encourages my development.	532	3.70	3.70	1:7% 2:12% 3:21% 4:24% 5:36%	45	31
<b>Q07:</b> At work, my opinions seem to count.	542	3.76	3.76	1:7% 2:7% 3:19% 4:36% 5:31%	59	41
<b>Q08:</b> The mission or purpose of my organization makes me feel my job is important.	543	4.09	4.09	1:3% 2:6% 3:15% 4:30% 5:45%	63	45
<b>Q09:</b> My associates are committed to doing quality work.	547	4.23	4.23	1:1% 2:4% 3:13% 4:33% 5:48%	66	52
<b>Q10:</b> I have a best friend at work.	519	3.12	3.12	1:17% 2:17% 3:24% 4:21% 5:21%	47	19
<b>Q11:</b> In the last six months, someone at work has talked to me about my progress.	531	3.37	3.37	1:17% 2:12% 3:17% 4:25% 5:29%	31	19
<b>Q12:</b> This last year, I have had opportunities at work to learn and grow.	539	3.95	3.95	1:5% 2:9% 3:13% 4:33% 5:40%	52	36

Not shown if n < 4 for Mean and Top Box, n < 10 for Frequency, or data is unavailable.

Mean Percentile Rank is being calculated against other workgroup scores in the Industry - Education - Postsecondary/Higher Education database.

Meaningful change is represented by a green or red arrow if the score changes by 0.2 or more between survey periods.

Percentile Rank in Industry - Education - Postsecondary/Higher Education Database ■ < 25th Percentile ■ 25-49th Percentile ■ 50-74th Percentile ■ 75-89th Percentile ■ >= 90th Percentile

Percent Engaged available when n ≥ 30. All categories available when n ≥ 100.

## GLOSSARY

The glossary provides high-level definitions of terms within the engagement report. Because of the dynamic nature of this site, not all terms will be applicable to or displayed on your report. Please use the terms that are relevant to your team when discussing and interpreting the data.

### ENGAGEMENT DEFINED

**EMPLOYEE ENGAGEMENT:** Employee engagement refers to how committed an employee is to their organisation, their role, their manager and their co-workers. Engagement drives performance. Gallup's research shows that more highly engaged employees give more discretionary effort at work and have higher productivity, profitability and customer service, as well as reduced turnover and safety incidents.

### THE SURVEY ITEMS/QUESTIONS

**OVERALL SATISFACTION:** Overall Satisfaction is a measure of how content your team is with the overall company as a place to work. Overall Satisfaction is not included in the Overall Workgroup Engagement (GrandMean) score. Being a satisfied employee does not equate with being engaged, though the two are highly related.

**Q01-Q12:** These items are Gallup's proprietary workgroup engagement questions (commonly referred to as the Q<sup>12</sup>®). These items were selected for their strong connection to performance outcomes and the ability to take action at the workgroup level.

**INDICES:** In addition to the Q<sup>12</sup>® items, Gallup has created a number of empirically-derived sets of indices, which are comprised of 3-4 questions each. Individual scores of each index item are provided, along with a combined index score, which measures the strength of the core index construct. These indices help companies strategically pinpoint and improve specific focus areas relevant to their current situation.

**CUSTOM ITEMS:** These items are unique to your company and can vary across companies and surveys. While these "additional" questions link to the Gallup Engagement hierarchy, they are not always within the power of the workgroup to influence or change. These questions can provide additional insights into employees' perceptions, the situational workplace environment or company-specific initiatives.

### EMPLOYEE ENGAGEMENT RESULTS

**GRANDMEAN:** The GrandMean measures overall Workgroup Engagement, which is an average of the 12 Workgroup Engagement items (Q01-Q12). The higher your score (with a maximum possible score of 5), the more engaged your fellow employees are.

**ENGAGEMENT INDEX:** The Engagement Index (EI) is a macro-level indicator of an organisation's health that allows leaders to track the engagement levels of employees. This analysis identifies the percentage of participants who are engaged, not engaged and actively disengaged based on their responses to the Q<sup>12</sup>® survey items. You must have 100 employees participate to receive the full spectrum of responses for the EI. If you have 30<100 employees, the report will include the percentage of engaged employees only.

**ENGAGEMENT HIERARCHY:** Every employee has a distinct set of needs that follows a hierarchy, with basic needs at the foundation and growth at the top. Employees feel more or less engaged depending on how well they believe their needs are being met in the workplace.

### UNDERSTANDING THE SCORES

**THE SURVEY SCALE:** The engagement survey utilises a 5-point scale with 1=Strongly Disagree and 5=Strongly Agree. For each question, employees have the option to also select

“Don’t know” or “Does not apply”.

**TOTAL N:** The total number of employees who responded to the survey.

**MEAN SCORES:** The average score using the 5-point survey scale, with 5.00 being the highest score and 1.00 being the lowest.

**TOP BOX/%5:** The percentage of employees who responded “5 – Strongly Agree” to the survey item.

**DISTRIBUTION OF RESPONSES:** The percentage of employees who responded “1”, “2”, “3”, “4” or “5” to an item. If 10 or more employees respond to the survey, the report could display a full distribution of responses. Otherwise, only the percentage of employees who responded with a “5” (TopBox) and item means will display.

**SUPPRESSED DATA:** Confidentiality of responses is extremely important to Gallup. If too few employees respond to a survey item, the data will be suppressed (not published) and an asterisk (“\*”) will appear in its place.

## COMPARISONS

**EXTERNAL BENCHMARKING:** (GALLUP DATABASE COMPARISON): Used as a benchmark to determine how your team’s results compare to other workgroups within the Gallup Database of clients.

**PERCENTILE RANKING:** The 25th percentile indicates 75% of workgroups fell above this score; the 50th percentile indicates 50% of workgroups fell above and below this score; the 75th percentile indicates only 25% of workgroups fell above this score. The higher your percentile, the stronger the item is in relation to the database. Used as a benchmark to determine how your team’s results compare to internal and external workgroups.