

VPIT Staff Engagement Survey Results

November 2019



GALLUP

Methodology & Response Rate at IU



Methodology

- Survey administration occurred via web Sept. 16-Oct. 4, 2019.
- The survey included one overall satisfaction item, the 12 Gallup Q¹² items, the Inclusiveness Index items and six additional items.

Response Rate

- 8,070 IU staff members participated, yielding a response rate of 70%.
- Gallup's overall median response rate is 86%.
 - 78% for Higher Education clients

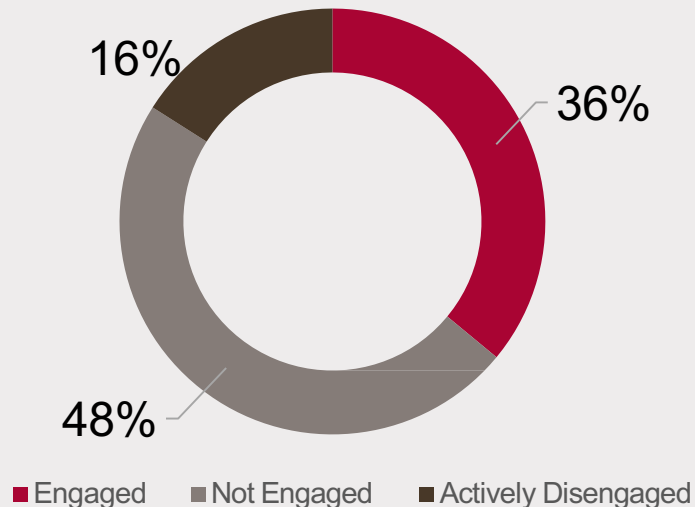
Indiana University Overall



2019

2.3:1

Engaged to Actively Disengaged at IU



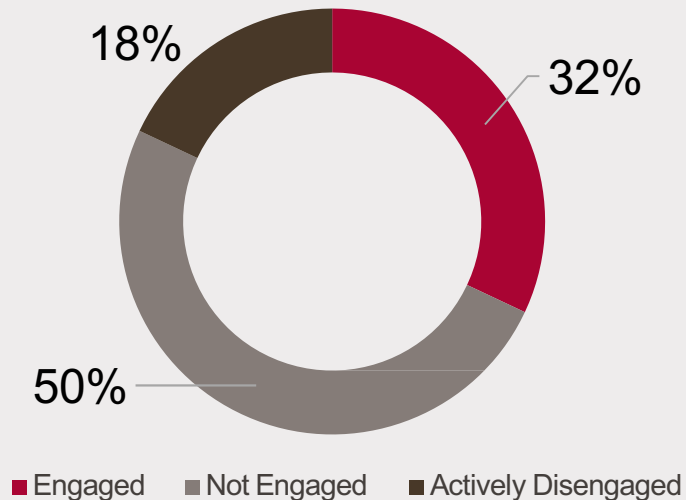
GrandMean

3.76 (29th)

2017

1.8:1

Engaged to Actively Disengaged at IU



GrandMean

3.69 (18th)

Note: Percentiles based on Gallup's Q¹² Overall Company-Level per survey year

The 12 Elements of an Engaged Workplace



Q12. This last year, I have had opportunities at work to learn and grow.

Q11. In the last six months, someone at work has talked to me about my progress.

Q10. I have a best friend at work.

Q09. My associates or fellow employees are committed to doing quality work.

Q08. The mission or purpose of my company makes me feel my job is important.

Q07. At work, my opinions seem to count.

Q06. There is someone at work who encourages my development.

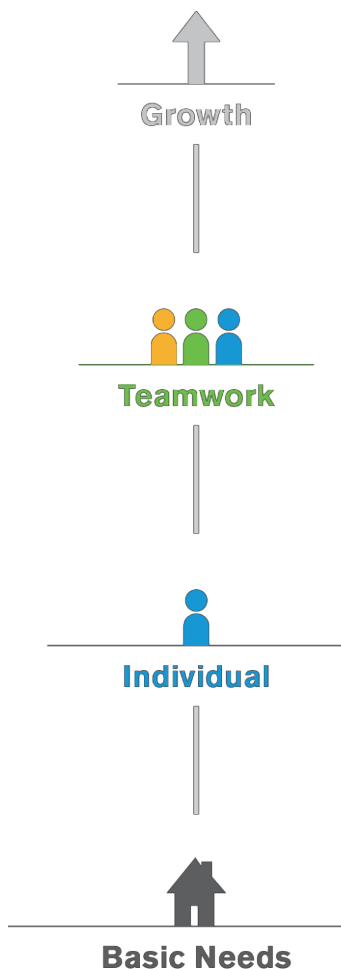
Q05. My supervisor, or someone at work, seems to care about me as a person.

Q04. In the last seven days, I have received recognition or praise for doing good work.

Q03. At work, I have the opportunity to do what I do best every day.

Q02. I have the materials and equipment I need to do my work right.

Q01. I know what is expected of me at work.



Engagement



	Engagement Index			GMEAN	Percentile (Overall DB)	n size
	Actively Disengaged	Not Engaged	Engaged			
2019	11%	49%	40%	3.89	37 th	702
2017	14%	45%	41%	3.84	34 th	593

ACTIVELY DISENGAGED

These employees are physically present but **psychologically absent**. They are unhappy with their work situation and insist on sharing this unhappiness with their colleagues.

NOT ENGAGED

These employees may be satisfied and productive, but they are **not psychologically connected** to their company. They are more likely to miss workdays and leave the organization.

ENGAGED

These employees are loyal and **psychologically committed** to the organization. They are more productive and more likely to stay with their organization.

Note: Percentiles based on Gallup's 2019 Q12 Overall Workgroup-Level Database unless otherwise denoted

Engagement Profile



GrandMean:	3.89	3.84
	2019	2017
Q12 Opportunities to learn and grow	4.06	4.03
Q11 Progress in last six months	3.58	3.62
Q10 Best friend	3.09	2.98
Q09 Coworkers committed to quality	4.13	4.09
Q08 Mission/Purpose of company	4.00	3.95
Q07 My opinions count	3.85	3.81
Q06 Encourages development	3.86	3.85
Q05 Supervisor/Someone at work cares	4.29	4.26
Q04 Recognition last seven days	3.47	3.39
Q03 Do what I do best every day	3.88	3.77
Q02 Materials and equipment	4.33	4.20
Q01 Expectations	4.19	4.17

What's in a Number?



Gallup research shows that each response on the five-point scale has a correlating “real-world” answer:

5 — Emphatic Yes

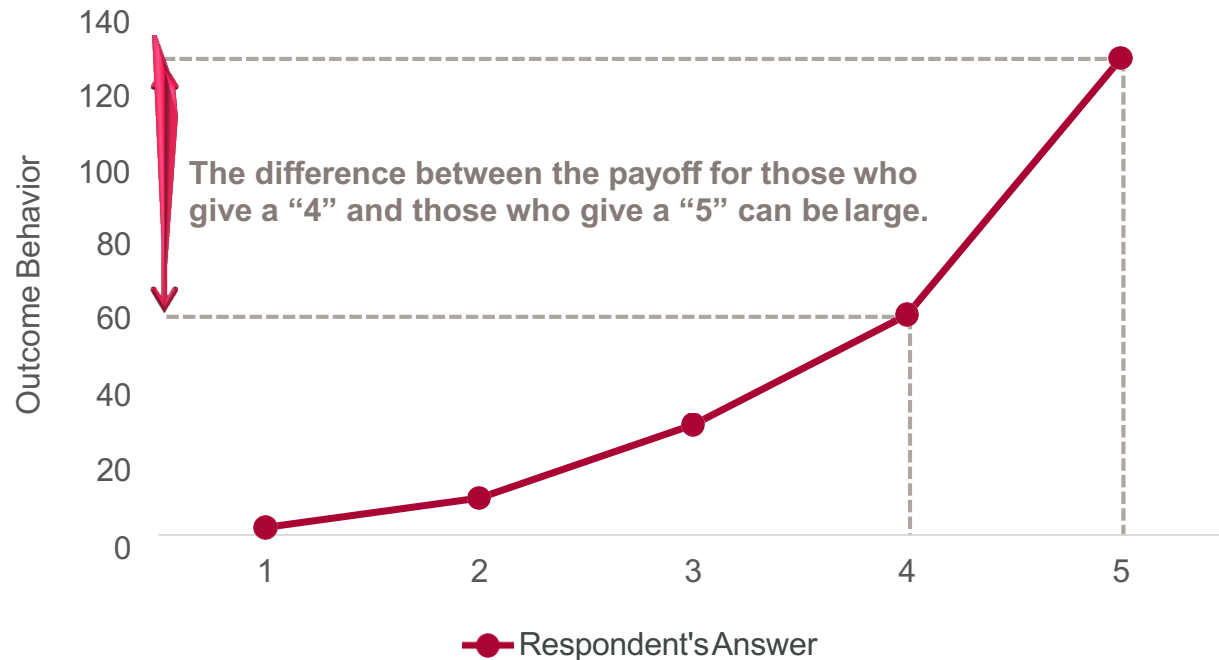
4 — Maybe
(Act and Think Like 3s)

3 — Polite No

2 — No

1 — Emphatic No

The Added Payoff of an Enthusiastic Response



Engagement Item Results



Strongly Disagree

Strongly Agree

Percentage of respondents scoring an item 1 – 5						Mean	Change	Percentile
	%1	%2	%3	%4	%5			
Q12 Learn & Grow	5%	14%	33%	44%		4.06	+0.03	44 th
Q11 Progress	12%	12%	17%	24%	36%	3.58	-0.04	26 th
Q10 Best Friend	18%	19%	20%	21%	22%	3.09	+0.11	20 th
Q09 Quality		17%	36%	42%		4.13	+0.04	45 th
Q08 Mission	7%	17%	33%	40%		4.00	+0.05	41 st
Q07 Opinions	5%	11%	15%	30%	38%	3.85	+0.04	46 th
Q06 Development	6%	10%	18%	27%	40%	3.86	+0.01	40 th
Q05 Cares	5%	9%	24%	58%		4.29	+0.03	50 th
Q04 Recognition	13%	14%	17%	23%	32%	3.47	+0.08	36 th
Q03 Do Best	10%	20%	33%	35%		3.88	+0.11	32 nd
Q02 Materials & Equipment	9%	34%	52%			4.33	+0.13	62 nd
Q01 Expectations	5%	13%	36%	45%		4.19	+0.02	25 th
	GrandMean					3.89	+0.05	37th

Note: Percentiles based on Gallup's 2019 Q12 Overall Workgroup-Level Database; figures shown when 5% or higher

Inclusiveness Index



Inclusiveness Index	2019	2017
Inclusiveness Index	3.67	3.72
I1 I always trust my organization to be fair to all employees.	3.27	3.22
I2 My organization treasures diverse opinions and ideas.	3.57	3.68
I3 My supervisor creates an environment that is trusting and open.	4.08	4.04
I4 If I raised a concern about ethics and integrity, I am confident my organization would do what is right.*	3.78	N/A

Note: * indicates a new item for 2019

Inclusiveness Index Item Results



Percentage of respondents scoring an item 1 – 5	Strongly Disagree					Strongly Agree					Mean	Change	Percentile
	%1	%2	%3	%4	%5	%1	%2	%3	%4	%5			
I1 I always trust my organization to be fair to all employees.	11%	17%	24%	31%	17%						3.27	+0.05	25 th
I2 My organization treasures diverse opinions and ideas.	6%	12%	26%	31%	25%						3.57	-0.11	28 th
I3 My supervisor creates an environment that is trusting and open.	7%	13%	30%	46%							4.08	+0.04	41 st
I4 If I raised a concern about ethics and integrity, I am confident my organization would do what is right.*	6%	10%	18%	34%	33%						3.78	N/A	34 th
Inclusiveness Mean											3.67	-0.05	N/A

Note: Percentiles based on Gallup's 2019 Q1² Additional Items Workgroup-Level Database; * indicates a new item for 2019

Additional Items



Additional Items		
	2019	2017
C01 My supervisor is an active supporter of the changes that affect our workgroup.	4.17	4.09
C02 Employees in this organization are treated with respect and dignity.	3.99	3.88
C03 There is open communication throughout all levels of the organization.	3.01	2.79
C04 I have a clear understanding about the future direction of the organization.	3.22	3.33
C05 I would recommend my organization as a great place to work.	3.91	4.06
C06 My team participated in an effective action planning session following the 2017 "My Voice" Employee Engagement Survey.*	2.35	N/A

Note: * indicates a new item for 2019

Additional Item Results



Percentage of respondents scoring an item 1 – 5	Strongly Disagree					Strongly Agree					Mean	Change	Percentile
	%1	%2	%3	%4	%5	%1	%2	%3	%4	%5			
C01 Active Supporter of Changes		14%	33%		46%						4.17	+0.08	44 th
C02 Respect and Dignity	6%	16%	40%		35%						3.99	+0.11	45 th
C03 Open Communication	15%	22%	25%	24%	14%						3.01	+0.22	22 nd
C04 Clear Understanding	11%	17%	26%	32%	14%						3.22	-0.11	15 th
C05 Great Place to Work	6%	23%	34%	34%							3.91	-0.15	38 th
C06 Effective Action Planning		41%	18%	17%	14%	10%					2.35	N/A	3 rd

Note: Percentiles based on Gallup's 2019 Q12 Additional Items Workgroup-Level Database ; figures shown when 5% or higher
 Meaningful differences of +0.20 are highlighted in green and meaningful differences of -0.20 are highlighted in red

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