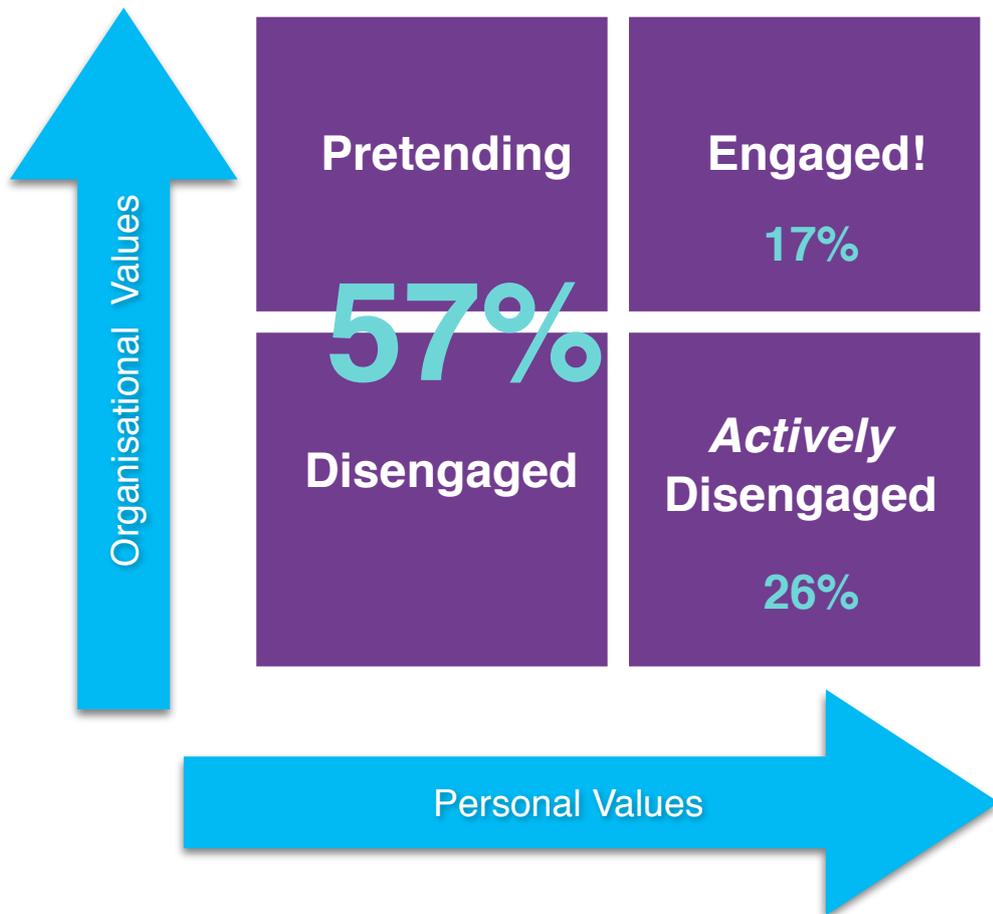


# Defining Employee Engagement

This illustration was presented at the EOA North Regional Network meeting held at Rochdale Boroughwide Housing on 4th December 2017



The definition is derived from work done over the past decades by the Gallop Organisation in measuring the levels of employee engagement in organisations worldwide who produce an annual Global Workforce Survey from where the percentages are derived for the United Kingdom.

There is a more up to date report about to be published in full but which in Executive report from suggests that Globally, employee engagement has now fallen as low as 13%



Gallup use a proprietary survey instrument called Q12 which refers to the 12 broad questions that they ask to determine the levels of engagement across organisations. The questions are:

- **I know what is expected of me at work.**
- **At work, my opinions seem to count.**
- **I have the materials and equipment I need to do my work right.**
- **The mission or purpose of my company makes me feel my job is important.**
- **At work, I have the opportunity to do what I do best every day.**
- **My associates or fellow employees are committed to doing quality work.**
- **In the last seven days, I have received recognition or praise for doing good work.**
- **I have a best friend at work.**
- **My supervisor, or someone at work, seems to care about me as a person.**
- **In the last six months, someone at work has talked to me about my progress.**
- **There is someone at work who encourages my development.**
- **This last year, I have had opportunities at work to learn and grow.**

### The most recently published results for Europe show the following:

	ENGAGED	NOT ENGAGED	ACTIVELY DISENGAGED
Denmark	21%	69%	10%
Malta	19%	61%	20%
Portugal	19%	65%	16%
Spain	18%	62%	20%
United Kingdom	17%	57%	26%
Iceland	16%	75%	10%
Ireland	16%	65%	20%
Norway	16%	77%	7%
Sweden	16%	73%	12%
Switzerland	16%	76%	8%
Germany	15%	61%	24%
Slovenia	15%	70%	16%
Austria	14%	74%	12%
Italy	14%	68%	18%
Luxembourg	14%	72%	14%
Belgium	12%	66%	22%
Finland	11%	76%	14%
France	9%	65%	26%
Netherlands	9%	80%	11%

For results listed in this table, the margin of sampling error ranges from  $\pm 1$  to  $\pm 6$  percentage points. See the appendix for a full listing of margin-of-error estimates by country.