

The 14-Question Staff Engagement Survey (or SE¹⁴ for short)

1. Contents of the survey, including a statement of its importance to your employees.

Our company wants to make your working days as enjoyable and productive as possible. For this to occur, we need to know your views on a number of matters. Once we have that information, we will act on any issue or concern you may have.

However, be assured that everything you tell us will be held in the strictest confidence.

Thank you in advance for your time, effort and thought in filling out this survey.

Key

SA = Strongly Agree

A = Agree

N = Neutral (neither agree or disagree)

D = Disagree

SD = Strongly Disagree

.2. What each of the survey questions measure

- a) Questions 1, 3-5, 8, 11 and 14 measure the attitude that your employees have towards work.
- b) Questions 2, 6, 7, 9, 10, 12 and 13 measure the way your employees feel about their immediate manager and management in general.

3. Method for conducting the survey

The best way to conduct this survey is to use an online method, such as Survey Monkey. Not only is it anonymous, which allays the fears that staff may have about being identified by their manager, it also does a preliminary analysis of the results.

Questions

1	You are excited and energised by your job	SA	A	N	D	SD
2	You feel appreciated and valued for the work you do	SA	A	N	D	SD
3	You are willing to put in the extra effort to get a job done	SA	A	N	D	SD
4	You are committed to doing quality work	SA	A	N	D	SD
5	The days you DO want to come into work, far outweigh the number of days you DON'T want to come into work	SA	A	N	D	SD
6	You are trusted to do your job, without interference	SA	A	N	D	SD
7	Your manager inspires you to do a good job	SA	A	N	D	SD
8	You are proud to tell people where you work	SA	A	N	D	SD
9	Your manager takes an interest in you, professionally	SA	A	N	D	SD
10	Your manager listens to your opinions when making decisions	SA	A	N	D	SD
11	You are happy at work	SA	A	N	D	SD
12	You trust and respect your immediate manager	SA	A	N	D	SD
13	You are encouraged by your manager to find new ways of doing your job	SA	A	N	D	SD
14	Your work environment buzzes with positive energy	SA	A	N	D	SD

12	9. Your manager takes an interest in you, professionally								
13	10. Your manager listens to your opinions when making decisions								
14	12. You trust and respect your immediate manager								
15	13. You are encouraged by your manager to find new ways of doing your job								
16	Average (%)								

b) From the online survey, for each question, enter the total number of respondents and the number of Strongly Agree (SA), Agree (A), N (neither agree or disagree), Disagree (D) and Strongly Disagree (SD) responses into the appropriate columns.

c) For each question, 1) divide the number of participants who answered "Agree" or "Strongly Agree" by the total number of respondents and 2) divide the number of participants who answered "Disagree" or "Strongly Disagree" by the total number of respondents. Express those figures as a percentage and then enter the resultant Agreement and Disagreement Scores into the appropriate columns.

d) Determine the averages for the Agreement and Disagreement Scores for the "attitude of staff towards work" set-of-questions and enter those two figures into row 8.

e) Do the same as for d) above for the "way staff feel about their manager" set-of-questions and enter those two figures into row 16.

5. Interpretation of the results

Stage A – Attitude of staff towards their work

i) The majority of your employees are engaged at work when the average Agreement Score, from row 8, is 75% and over.

ii) Your company has an employee disengagement problem to some degree or another when the average Agreement Score, from row 8, is less than or equal to 60%.

Note: only continue onto Stage B when an employee disengagement problem has been identified.

Stage B – The way staff feel about their manager

i) Management is partially the cause of your company's employee disengagement problem when the Agreement Score, from row 16, is above 60% but less than 75%.

ii) Management is almost certainly the major cause of your company's employee disengagement problem when the Agreement Score, from row 16, is below 50%.