



MBA 687: Employee Engagement Surveys

Response Rate

The survey response rate is the first indication of the level of employee engagement in any organization. Of the 140 employees invited to take the survey, 40 responded, which is a response rate of 28.5%. As a rule, rates higher than 50% are best, while rates lower than 40% may indicate trust problems within the organization, lack of faith in leadership, and employees' reluctance to engage in improvement efforts until leadership demonstrates a clear commitment to change.

Company Data

1. Years of service with this organization

Less than 1:	52.5% of respondents
1–2:	27.5% of respondents
3–5:	15% of respondents
6–10:	2.5% of respondents
11–15:	0
16+:	0
Prefer not to answer:	2.5% of respondents

2. My race/ethnic identification

African American or Black:	60% of respondents
Hispanic or Latino/a/x:	12.5% of respondents
Anglo American or White:	12.5% of respondents
Asian:	5% of respondents
American Indian or Pacific Islander:	0
Multiracial or Other:	7.5% of respondents
Prefer not to answer:	2.5% of respondents

3. I am currently in a supervisory role

Yes:	7.5% of respondents
No:	90% of respondents
Prefer not to answer:	2.5% of respondents

4. I received a merit increase during the past two years

Yes:	7.5% of respondents
No:	90% of respondents
Prefer not to answer:	5% of respondents

5. I received a promotion during the past two years

Yes:	7.5% of respondents
No:	90% of respondents
Prefer not to answer:	2.5% of respondents

6. I plan to be working for this organization in one year

Yes:	60% of respondents
No:	12.5% of respondents
Prefer not to answer:	27.5% of respondents

Employee Engagement Questions

Professional Development:

- In the last six months, my manager has talked to me about my progress, and we developed goals to help me grow.
 - 36% agreement
- I am satisfied with the on-the-job training I have received.
 - 27% agreement
- There is adequate cross-training in my department.
 - 36% agreement

Company Vision, Values, and Mission:

- I am familiar with the company's vision and values.
 - 26% agreement
- I have a clear understanding of the organization's direction.
 - 36% agreement
- The organization is changing for the better.
 - 26% agreement

Teamwork or Workgroup:

- I receive the support I need from employees in my workgroup to do my job effectively.
 - 89% agreement
- My coworkers make me feel that I am part of the team.
 - 78% agreement
- I trust my coworkers.
 - 83% agreement
- My workgroup cooperates to get the job done.
 - 73% agreement

Senior Leader/Middle Manager:

- Senior leaders focus on creating a positive team atmosphere.
 - 36% agreement
- Senior leaders are open, honest, and transparent.
 - 36% agreement
- Senior leaders encourage and empower me to take initiative and suggest improvements.
 - 26% agreement
- My middle manager is open, honest, and transparent.
 - 70% agreement

Culture:

- This company is a team-oriented organization.
 - 36% agreement
- This company challenges the status quo and seeks continuous improvement.
 - 18% agreement
- Employees have a strong sense of personal responsibility for the performance of their department and the performance of the company.
 - 80% agreement
- Overall, people care about my well-being at work.
 - 34% agreement

Work Environment:

- I see the connection between the work I do and the benefits received by customers.
 - 65% agreement
- I have enough authority to make the decisions I need to make.
 - 36% agreement

Communications:

- I usually hear about important changes through management communication rather than rumors.
 - 36% agreement
- In my workgroup or team, my opinions count.
 - 72% agreement

Diversity:

- The company tries to promote a work environment free from discrimination and harassment.
 - 41% agreement
- The environment at the company is supportive of the expression of different opinions, styles, and perceptions.
 - 18% agreement
- I am satisfied with the company's efforts to support and encourage differences.
 - 34% agreement

Productivity:

- The technology, tools, and resources I have access to allow me to be as productive as possible.
 - 83% agreement
- Staffing levels have kept up with the increasing customer base, workload, and infrastructure.
 - 26% agreement
- Deadlines set by senior management are realistic.
 - 18% agreement
- I am given the opportunity to do my best work.
 - 26% agreement

Performance Management:

- I have a clear understanding of work expectations.
 - 60% agreement
- My performance has a significant and direct impact on my pay.
 - 26% agreement