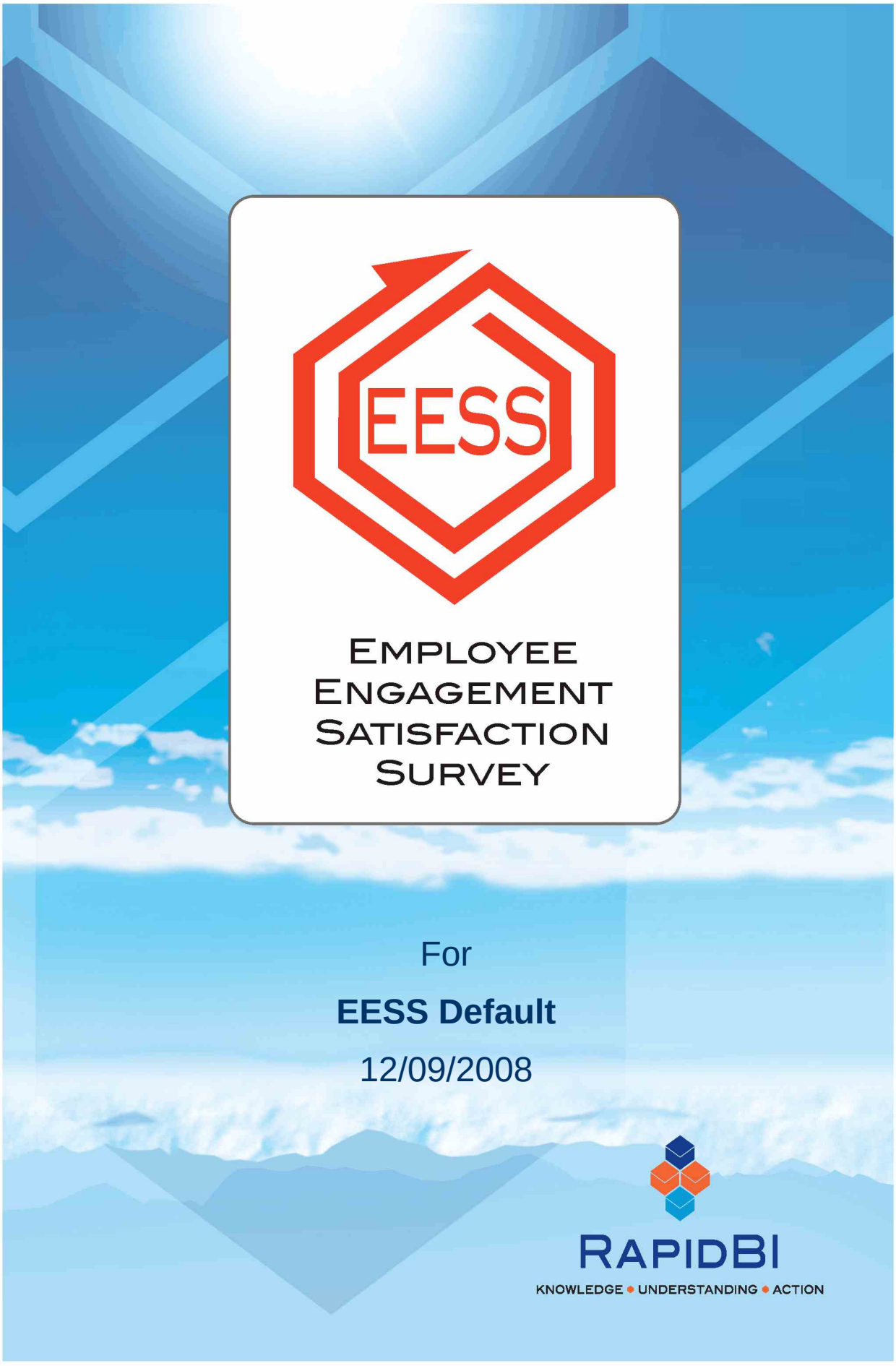
EESS
EMPLOYEE
ENGAGEMENT
SATISFACTION
SURVEY
For
EESS Default
12/09/2008
RAPIDBI
KNOWLEDGE • UNDERSTANDING • ACTION

WELCOME TO THE EMPLOYEE ENGAGEMENT AND SATISFACTION SURVEY

The following pages show the outputs from the EESS completed in September 2008 with Christopher R. Mihm facilitating.

The EESS is a perceptions based tool and not a factual measurement, however peoples perceptions are their reality, and for an organisation to work effectively peoples perceptions should be aligned. Often the reason for an organisation not being as successful as it could be is the fact that varying parts of the organisation are not aligned closely enough together.

While perceptions may not be fact, where groups report a similar view their is a high likelihood that the view is accurate.

The purpose of this output is to generate discussion and provide a vehicle for a business action plan.

We strongly recommend that you share the graphical outputs with everyone that contributed.

The RapidBI team wish you well with the implementation.

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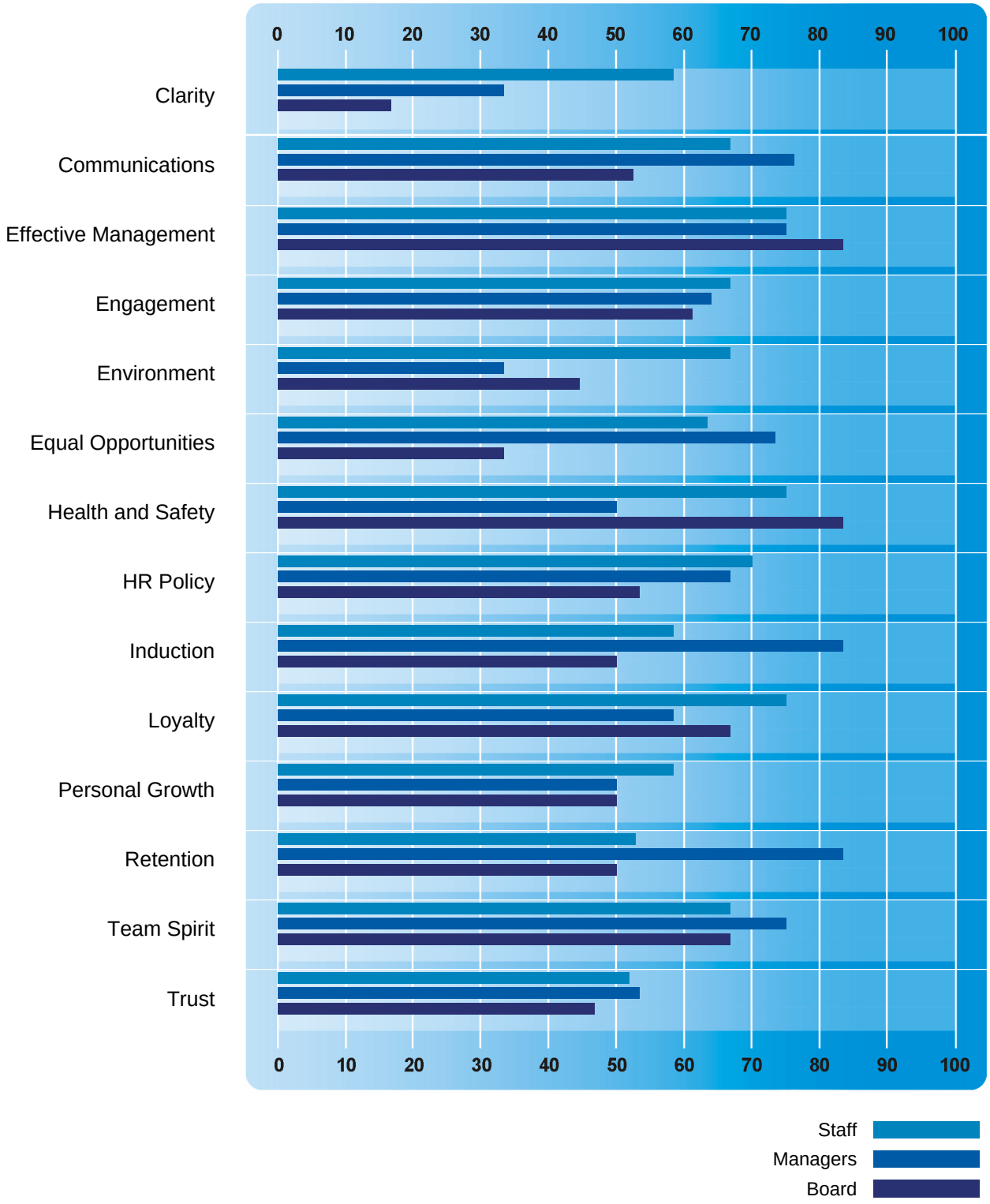
Overview

EESS Default

This shows how people in the organisation view engagement and satisfaction factors



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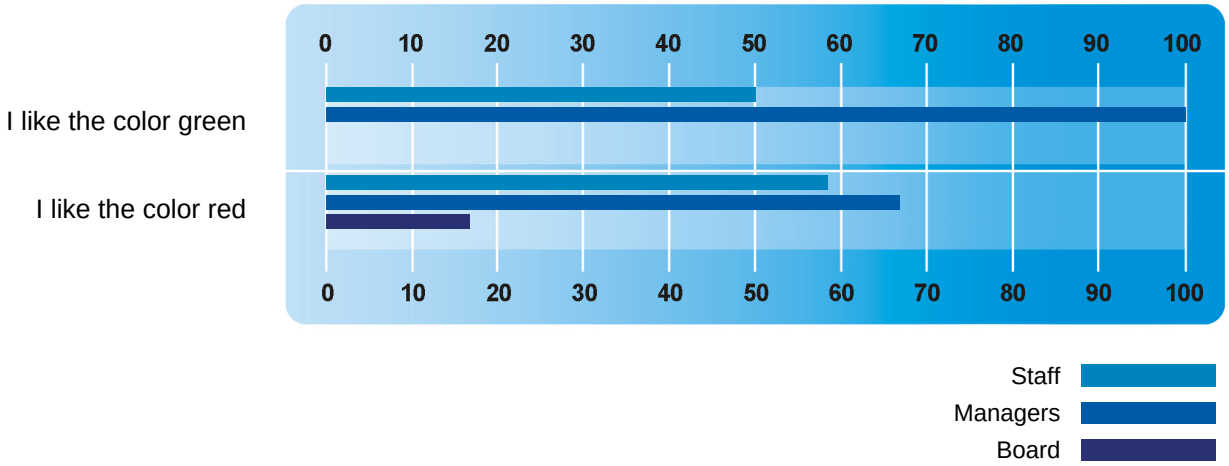
Extended Survey

EESS Default

This shows how people in the organisation view Engagement and satisfaction factors



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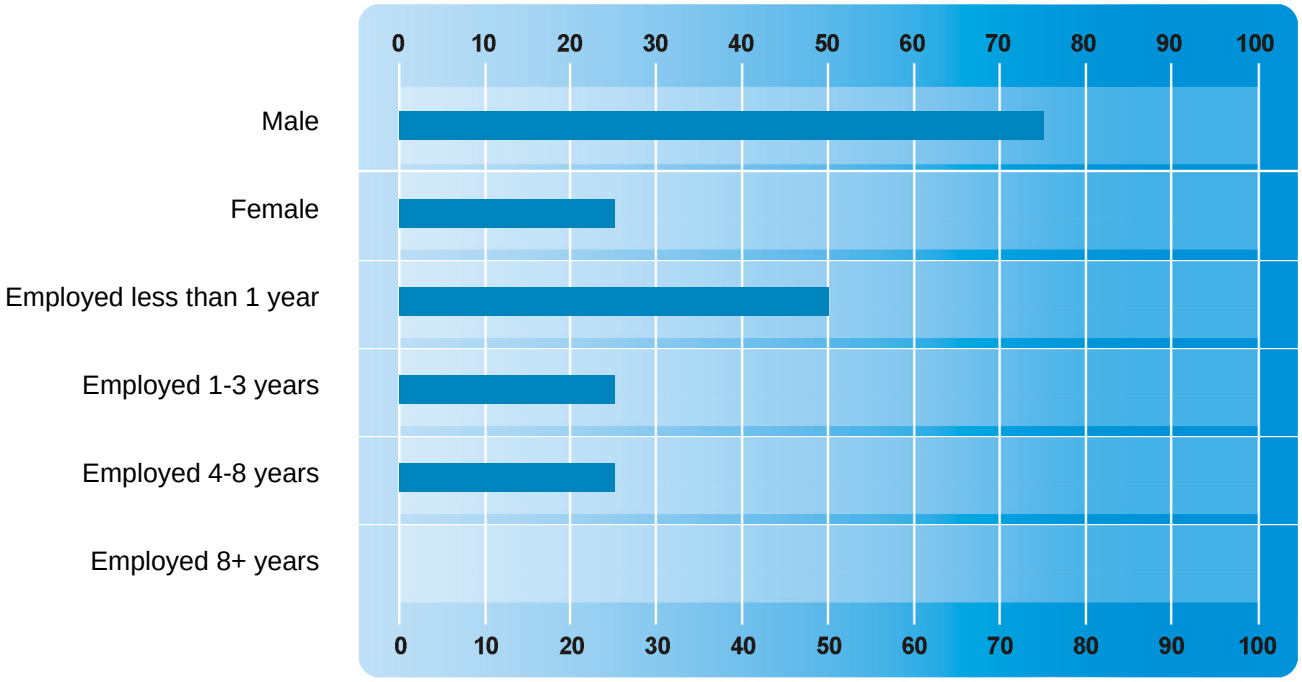
Demographics

EESS Default

This page shows the demographics of the responders to the survey



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The Future

EESS Default

The results from the EESS process need to be considered in the context of where the organisation wants to go.

The vision of the company according to the:

BOARD

???

MANAGERS

I have a vision!

STAFF

test

To be successful and make money

© RapidBI 2006 All rights reserved

Responder Reactions

EESS Default

This page shows how responders completed the following statement: "I am proud to work here because..."

BOARD

1

STAFF

the organisation cares about the environment

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Responder Reactions

EESS Default

This page shows how responders completed the following statement: "I am embarrased to work here because..."

BOARD

2

STAFF

I have to drive to work

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Responder Reactions

EESS Default

This page shows how responders completed the following statement: "For this organisation to be a better place to work, I wish it would stop..."

BOARD

3

STAFF

telling me what to do

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Responder Reactions

EESS Default

This page shows how responders completed the following statement: "For this organisation to be a better place to work, I wish it would start..."

BOARD

4

STAFF

communicating better between departments

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Comments

EESS Default

This page shows the free text comments from responders

BOARD

5

MANAGERS

These are my comments.

STAFF

why do I have to fill in my own personnel information - I have a job to do and HR used to do this

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Employee Satisfaction

EESS Default

This shows the average score for the employee satisfaction questions.

Sample Report

	Not True	Partly True	Mostly True	True
1. I trust my imm st interests	66.6%	33.3%	—	—
2. I trust our seni st interests	25%	50%	25%	—
3. I trust our orga sts	—	50%	50%	—
4. I feel safe abo	—	—	50%	50%
5. I intend to stay onths	25%	25%	25%	25%
6. I am fully motiv	—	25%	50%	25%
7. When I get up d to coming to work	—	75%	25%	—
8. I always feel to	—	25%	50%	25%
9. I am always pr d tell others	—	50%	25%	25%
10. I am fairly paid	—	—	50%	50%
11. I am rewarded nilar jobs	—	25%	50%	25%
12. The organisati ompulsory redundancies	—	25%	25%	50%
13. This organisati nd varied	—	50%	50%	—
14. I have had an	25%	—	50%	25%
15. This organisati	—	—	100%	—
16. I am regularly nin the organisation	—	50%	—	50%
17. My pay is relat	—	—	75%	25%
18. This organisati rk responsibilities (child-care, flex	—	25%	25%	50%
19. I regularly get ities to develop my skills	—	25%	50%	25%
20. I regularly have op at work	—	50%	25%	25%

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Employee Engagement

EESS Default

This shows the average score for the employee engagement questions.

Sample Report

	Not True	Partly True	Mostly True	True
1. I alway of me	75%	—	—	25%
2. I alway t and materials to do my work correct	—	25%	75%	—
3. I alway do what I am best at	—	25%	50%	25%
4. I alway well done	—	—	50%	50%
5. My ma an individual	—	—	50%	50%
6. My ma my personal development	—	—	75%	25%
7. People thoughts	—	50%	25%	25%
8. The wo makes me feel my job is important	—	—	50%	50%
9. Everyo mitted to doing a good job	—	50%	25%	25%
10. I have	—	—	75%	25%
11. My ma egularly takes time to discuss my progre	—	50%	25%	25%
12. I often arn new things	—	50%	50%	—

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General Communication

EESS Default

This shows the average score for the general communication questions.

Sample Report

	Not True	Partly True	Mostly True	True
1. We have goo	50%	25%	—	25%
2. We have effe operation	—	25%	50%	25%
3. We have effe co-operation	—	—	75%	25%
4. We have an e nd structure	—	25%	50%	25%
5. We have effe	—	—	75%	25%
6. We have effe etings	—	25%	25%	50%
7. We have effe k activities	—	50%	—	50%

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Equal Opportunities

EESS Default

This shows the average score for the equal opportunities questions.

Sample Report

	Not True	Partly True	Mostly True	True
1. The organisation a persons race	50%	25%	25%	—
2. The organisation a persons age	—	50%	25%	25%
3. The organisation ndividuals gender	—	—	75%	25%
4. The organisation a persons sexuality	—	25%	25%	50%
5. The organisation ndividuals with a disability	—	50%	25%	25%

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Working Environment

EESS Default

This shows the average score for the working environment questions.

Sample Report

	Not True	Partly True	Mostly True	True
1. Conditions in r … be highly productive	75%	—	—	25%
2. Overall my wo…	—	75%	25%	—
3. I am given enc… operly	—	—	25%	75%
4. When starting … given an effective induction	—	25%	75%	—
5. When given a … at to do in a way that I fully understand	—	50%	—	50%
6. Health and Sa… eated as a priority	—	25%	75%	—
7. We are encour… isses and minor injuries	—	25%	—	75%

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Your Organisation

EESS Default

This shows the average score for your organisation questions.

	Not True	Partly True	Mostly True	True
1. I like the color green	25%	25%	25%	25%
2. I like the color red	—	75%	—	25%

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Employee Satisfaction

EESS Default

This shows the average score for the employee satisfaction questions (by demographic).

Sample Report

	Male	Female	<1 year	1-3 years	4-8 years	8+ years
1. I trust my in … r my best interests	11.1%	—	16.6%	—	—	—
2. I trust our s … r my best interests	44.4%	—	50%	—	33.3%	—
3. I trust our o … st interests	55.5%	33.3%	50%	33.3%	66.6%	—
4. I feel safe a …	77.7%	100%	83.3%	100%	66.6%	—
5. I intend to s … ast 12 months	66.6%	—	50%	—	100%	—
6. I am fully m …	77.7%	33.3%	66.6%	33.3%	100%	—
7. When I get … k forward to coming to w	33.3%	66.6%	33.3%	66.6%	33.3%	—
8. I always fee … on	66.6%	66.6%	83.3%	66.6%	33.3%	—
9. I am always … pany and tell others	44.4%	100%	50%	100%	33.3%	—
10. I am fairly p …	77.7%	100%	83.3%	100%	66.6%	—
11. I am reward … loing similar jobs	77.7%	33.3%	66.6%	33.3%	100%	—
12. The organis … oiding compulsory	88.8%	33.3%	83.3%	33.3%	100%	—
13. This organi … esting and varied	55.5%	33.3%	66.6%	33.3%	33.3%	—
14. I have had … nths	55.5%	66.6%	50%	66.6%	66.6%	—
15. This organi … thin	66.6%	66.6%	66.6%	66.6%	66.6%	—
16. I am regula … ees within the organisatio	77.7%	33.3%	66.6%	33.3%	100%	—
17. My pay is re … ance	66.6%	100%	66.6%	100%	66.6%	—
18. This organi … non-work responsibili … .)	88.8%	33.3%	83.3%	33.3%	100%	—
19. I regularly g … pportunities to develop my	66.6%	66.6%	50%	66.6%	100%	—
20. I regularly h … nd develop at work	66.6%	33.3%	66.6%	33.3%	66.6%	—

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Employee Engagement

EESS Default

This shows the average score for the employee engagement questions (by demographic).

Sample Report

	Male	Female	<1 year	1-3 years	4-8 years	8+ years
1. I always kn of me	33.3%	—	50%	—	—	—
2. I always ha nt and materials to do my work co	55.5%	66.6%	50%	66.6%	66.6%	—
3. I always ha do what I am best at	77.7%	33.3%	83.3%	33.3%	66.6%	—
4. I always rec well done	88.8%	66.6%	83.3%	66.6%	100%	—
5. My manage an individual	77.7%	100%	83.3%	100%	66.6%	—
6. My manage n my personal developme	77.7%	66.6%	83.3%	66.6%	66.6%	—
7. People liste d thoughts	66.6%	33.3%	83.3%	33.3%	33.3%	—
8. The work m makes me feel my job is important	88.8%	66.6%	83.3%	66.6%	100%	—
9. Everyone I nmitted to doing a good job	66.6%	33.3%	66.6%	33.3%	66.6%	—
10. I have very k	77.7%	66.6%	66.6%	66.6%	100%	—
11. My manage regularly takes time to discuss my vice a year)	66.6%	33.3%	83.3%	33.3%	33.3%	—
12. I often have earn new things	55.5%	33.3%	50%	33.3%	66.6%	—

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General Communication

EESS Default

This shows the average score for the general communication questions (by demographic).

Sample Report

	Male	Female	<1 year	1-3 years	4-8 years	8+ years
1. We have g…ces	44.4%	—	50%	—	33.3%	—
2. We have e…tal co-operation	55.5%	100%	50%	100%	66.6%	—
3. We have e…mental co-operation	77.7%	66.6%	83.3%	66.6%	66.6%	—
4. We have a…ation and structure	77.7%	33.3%	66.6%	33.3%	100%	—
5. We have e…etings	77.7%	66.6%	83.3%	66.6%	66.6%	—
6. We have e…nt meetings	88.8%	33.3%	83.3%	33.3%	100%	—
7. We have e… of work activities	77.7%	33.3%	66.6%	33.3%	100%	—

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Equal Opportunities

EESS Default

This shows the average score for the equal opportunities questions (by demographic).

Sample Report

	Male	Female	<1 year	1-3 years	4-8 years	8+ years
1. The orga towards a persons race	33.3%	—	33.3%	—	33.3%	—
2. The orga towards a persons age	66.6%	33.3%	66.6%	33.3%	66.6%	—
3. The orga towards individuals gender	66.6%	100%	66.6%	100%	66.6%	—
4. The orga towards a persons sexuality	77.7%	66.6%	66.6%	66.6%	100%	—
5. The orga towards individuals with a disability	66.6%	33.3%	50%	33.3%	100%	—

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Working Environment

EESS Default

This shows the average score for the working environment questions (by demographic).

Sample Report

	Male	Female	<1 year	1-3 years	4-8 years	8+ years
1. Conditions in … o be highly productive	33.3%	—	50%	—	—	—
2. Overall my w…	44.4%	33.3%	50%	33.3%	33.3%	—
3. I am given er… roperly	88.8%	100%	100%	100%	66.6%	—
4. When startin… given an effective induction	66.6%	33.3%	66.6%	33.3%	66.6%	—
5. When given a… hat to do in a way that I fully un…	77.7%	33.3%	66.6%	33.3%	100%	—
6. Health and S… reated as a priority	66.6%	33.3%	66.6%	33.3%	66.6%	—
7. We are encou… nisses and minor injuries	77.7%	100%	100%	100%	33.3%	—

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Your Organisation

EESS Default

This shows the average score for your organisation questions (by demographic).

	Male	Female	<1 year	1-3 years	4-8 years	8+ years
1. I like the color green	44.4%	66.6%	16.6%	66.6%	100%	—
2. I like the color red	55.5%	33.3%	66.6%	33.3%	33.3%	—

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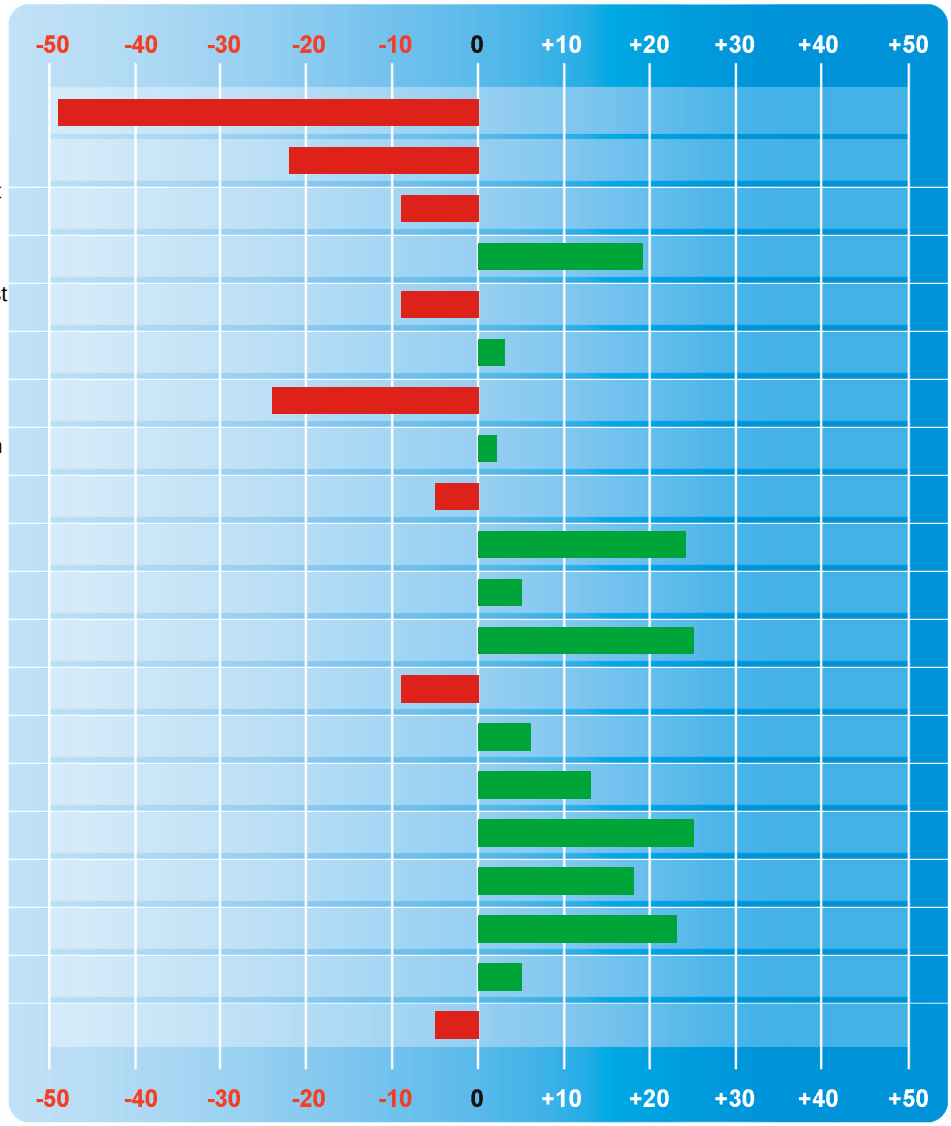
Employee Satisfaction

EESS Default

This shows the average score for the employee satisfaction questions compared to database norms.

Sample Report



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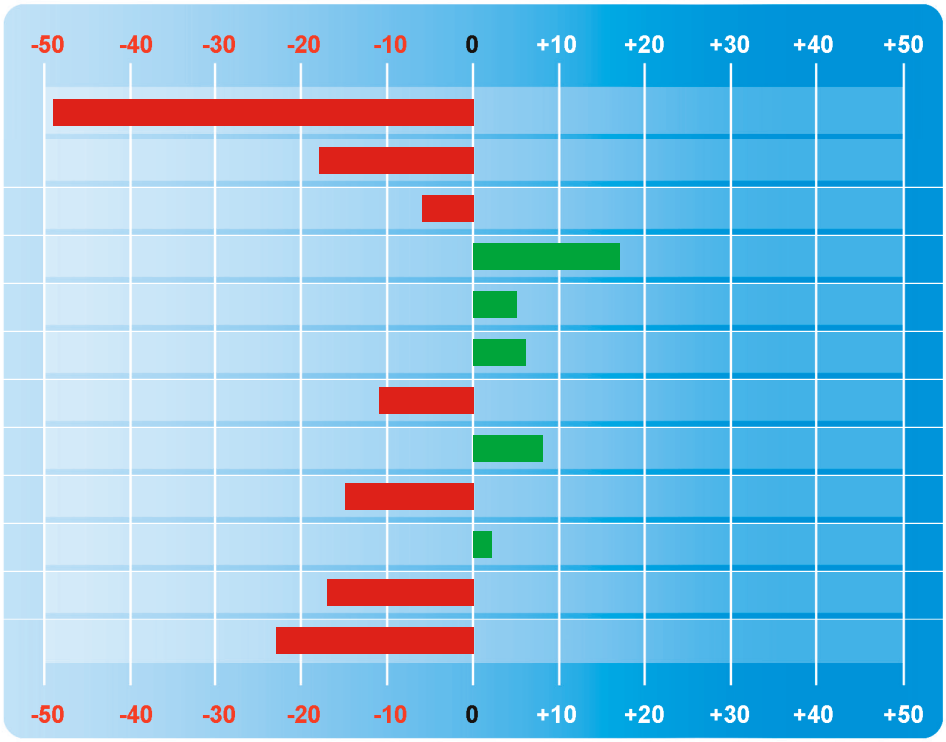
Employee Engagement

EESS Default

This shows the average score for the employee engagement questions compared to database norms.

Sample Report

1. I always kn of me
2. I always ha t and materials to d
3. I always ha do what I am best at
4. I always re vell done
5. My manag an individual
6. My manag my personal dev
7. People list thoughts
8. The work r nakes me feel my job is
9. Everyone l mitted to doing a good
10. I have ve k
11. My mana regularly takes time to at least twice a year)
12. I often ha earn new things



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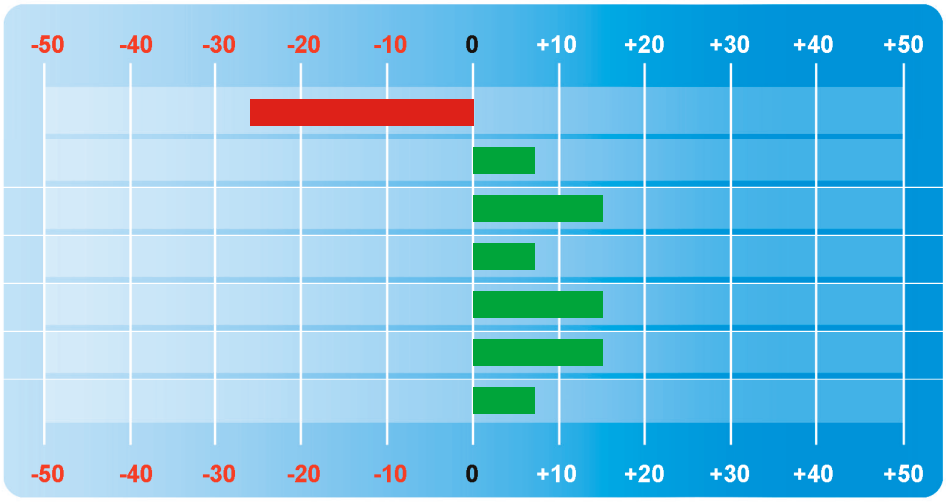
General Communication

EESS Default

This shows the average score for the general communication questions compared to database norms.

Sample Report

1. We have g ctices
2. We have e ental co-operation
3. We have e rtmental co-operation
4. We have a isation and structure
5. We have e neetings
6. We have e nent meetings
7. We have e n of work activities



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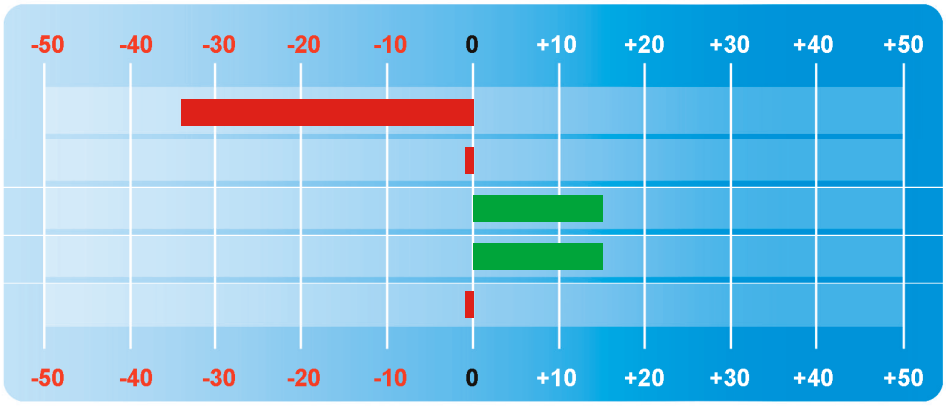
Equal Opportunities

EESS Default

This shows the average score for the equal opportunities questions compared to database norms.

Sample Report

1. The org l towards a persons ra
2. The org l towards a persons ag
3. The org l towards individuals
4. The org l towards a persons se
5. The org l towards individuals



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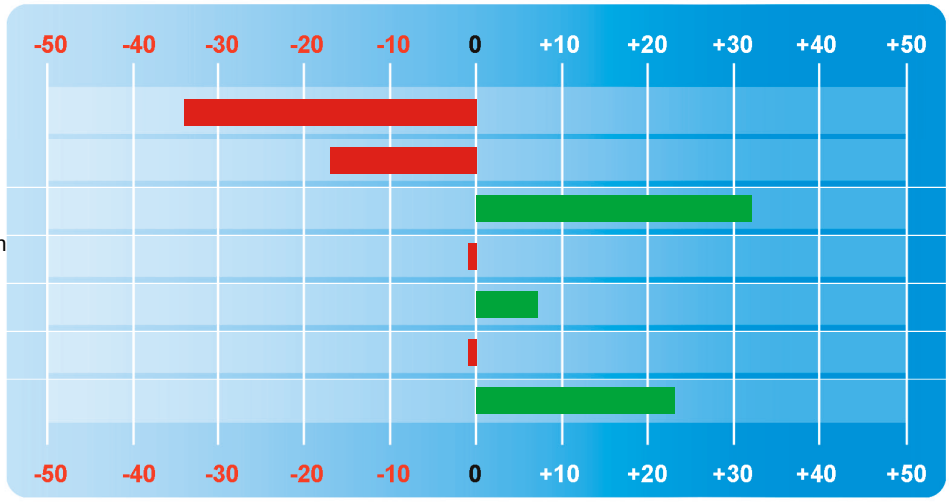
Working Environment

EESS Default

This shows the average score for the working environment questions compared to database norms.

Sample Report

1. Condition ow me to be highly produ
2. Overall m able
3. I am give he job properly
4. When sta le mare given an effective
5. When giv hown what to do in a way d
6. Health an and is treated as a
7. We are e ll near misses and



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ACTION PLANS

Introduction

The previous pages have reflected back the scores and ranking as provided by participants. It is up to you and the strategic decision making team how to interpret these results for your organisation at this point in time. To aid this process the following pages provide some points that you may wish to consider.

Due to the comprehensive nature of the tool we do not report on all factors.

Structure and Use

The first page is a blank template for you to use to finalise your plan. For maximum success we recommend only targeting up to seven factors, and then when they have been accomplished, targeting another etc... If this process takes more than nine months it is advisable to retake the EESS as things would have changed, as would priorities.

The second page is a template for planning the development of your senior people, often the EESS process highlights management skills as a possible area for improvement.

After this are pages covering potential actions for each of the areas covered by the EESS. Please note that only five actions are listed and not all possible actions. Those presented in red text scored very low, and warrant due consideration.

Please note, factors are listed on each page with the lowest scoring items first.

The items listed are to assist you, the RapidBI team and the EESS software cannot take all factors into account that impact your organisation, RapidBI cannot be held liable for any acts or omissions.

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Areas for Consideration

EESS Default

This page covers potential actions for each of the areas covered by the EESS.
Those presented in red text scored very low, and warrant due consideration.

Possible Areas for Consideration	Person Responsible
Clarity One of the key factors in ru t what they are expected to do, and to what standard.M on required to ensure that all employees are clear abo y communicating expectations is vital, equally oriate skills, time, materials and equipment to undertake	
Trust One of the factors which is Trust that managers and senior people in the organis r them as individuals. Building trust requires doing in problem solving and decision making processes for good reasons - but when people are involved i l it is more likely to work.	
Environment The physical and psycholog r break in high performing teams and individuals. Fact lerstood (and if necessary managed)are people given	
Personal Growth Having the right skills today eed tomorrow is as important investment as ha personal development feel that they are being investe not just involve sending people on expensive cours key skills. Personal growth is that - personal. T uraging an atmosphere of learning and a desire in ind	
Equal Opportunities Everyone in the organisatio ave been recruited in the first place. Equal Opportuni ed equally? If not there will be resentment and reduce	
Retention Recruiting good people is o e years suggests that to recruit a new person can co uch more cost effective.Factors which aid b and expectations, individuals feeling motivate k' crisis that need to be dealt with (if a person is wo ividuals feel good about coming to work (they are tr they are offered learning and development opportuni	

Sample Report

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EESS Action Plan

EESS Default

Having a One Page Action Plan can help ensure that key issues raised through the EESS are addressed effectively.

What do you need to do?	How will you do it?	By When?	Who is responsible?
1)			
2)			
3)			
4)			
5)			
6)			
7)			
8)			
9)			

Please Note
While the EESS has the potential to show a lot of needs, our experience has taught us to focus on not more than 7 changes. As while you are implementing any change to improve your organisation you still need to do the day job!

Therefore identifying the right 5/6 actions to undertake is important.

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Suggested Management Team Development Plan

EESS Default

Having a Team Development Plan can help ensure that key managers have the skills necessary to deliver the EESS Action Plan.

Development Need	Development Activity	Source	Timing	Cost (£)

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