

MEA's Benchmark Employee Engagement Survey

mea Better people.
Better outcomes.



Protect Your Greatest Asset: Your People

Great Resignation. Record Inflation. Possible Recession and market drops. Virtual, hybrid or mandatory returns to the office. These headlines dominate the press, social media and employee discussions at work, at home and with their friends. But what still drives business is employee engagement.

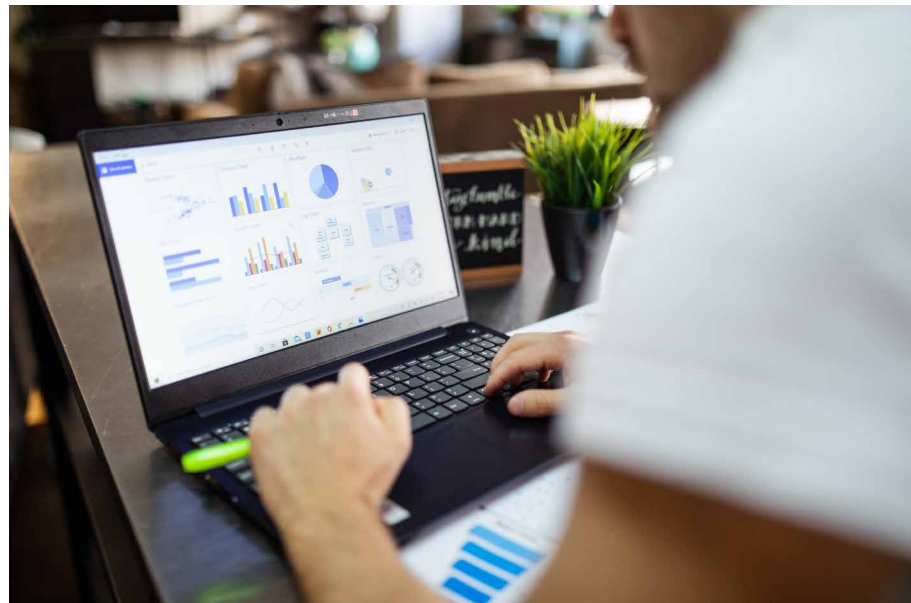
According to the latest Gallup survey, which is based on responses from February 2022, engagement levels fell for the first time in 2021 with further declines in early 2022. Engagement levels peaked in 2020 at **36%** but have since declined to **32%** in 2022. During the same comparison period, actively disengaged levels rose from **13%** to **17%**.

There were some interesting additional findings in the Gallup report. These reinforce what we have been hearing from Members.

- Gallup found an **8%** decline in the percentage of employees extremely satisfied with their employer.
- While hybrid or completely virtual have higher overall engagement levels than fully onsite, the decline was higher for completely virtual workers. Issues identified include clarity of expectations, recognition, development and connection to the mission and purpose.
- Gallup identified a sharp drop in the percentage of employees who strongly agreed that employers care about their overall wellbeing.

Years of research has proven that fully engaged employees:

- Give more discretionary effort
- Have greater productivity
- Create higher customer satisfaction
- Generate increased financial results
- Have lower turnover



About MEA's Benchmark Employee Engagement Survey

MEA's benchmark Employee Engagement Survey goes beyond employee satisfaction and looks at the data from the perspective of employee engagement, which is a powerful predictor of a company's productivity, customer satisfaction, turnover, and financial success.

MEA Platform Features:

- **Easy-to-use, online or paper questionnaire** that includes 68 rated and 2-4 open-end questions, covering all aspects of an employee's daily experience at work. A summary survey is also available.
- **Analysis of engagement and satisfaction** levels to identify strengths and critical issues employees by multiple locations and demographic breakout.
- **Key Engagement Metric tied to:**
 - Key drivers of engagement with detailed analysis of the correlations to engagement so that that you can identify the most critical drivers.
- **National Engagement and Satisfaction benchmark data** comparing your organization's satisfaction levels with national benchmark data.
- **Highly-valuable breakout analysis by employee subgroups** to pinpoint strengths and weaknesses among subgroups rather than applying a blanket overall approach.
- **Voice of the employee** through qualitative analysis of written comments.
- **Comprehensive, easy-to-understand reports, highlighting trends and recommendations for action.** *Executive Summary* in PowerPoint for the C-suite, and full detailed data in a *Data Addendum*.
- **Presentation of Executive Summary to your Executive team** in an in-person or virtual meeting
- **A team of MEA professionals and an MEA project manager** who manage the entire process, from needs assessment to survey administration/analysis to presentation of results to your Executive team.

The survey questions touch on a variety of operational and HR issues, covering 10 categories:

1. Executive Leadership Effectiveness
2. Supervisory Management Effectiveness
3. Communication
4. Employee Commitment
5. Pay
6. Benefits
7. Operational Effectiveness
8. Organizational Practices
9. Employee Development and Recognition
10. Work Life Satisfaction



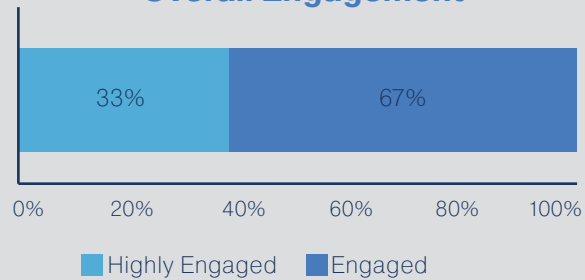
Sample Reports

Engagement Scale Items

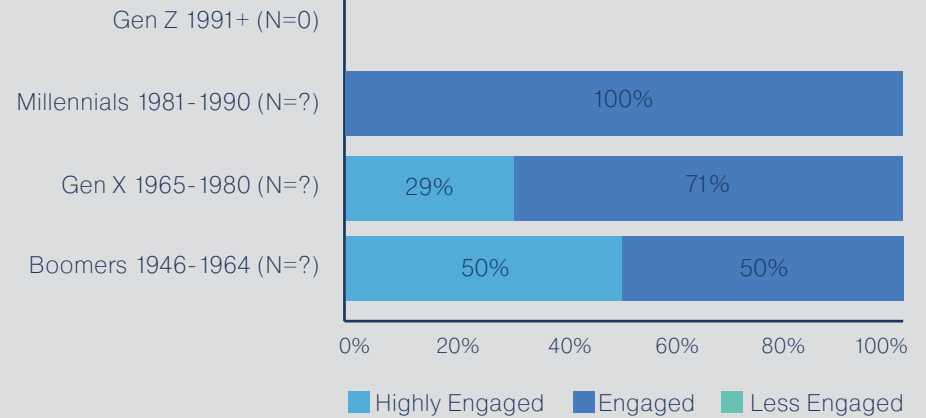


Overall Engagement

Number of Survey Participants (N=?)



Generations



Contact Us to Get Started

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Sample Reports

Survey Item	Driver Rating	Correlation to Engagement
Pay in our organization is competitive.	3.80	0.44
Our organization operates smoothly and efficiently.	3.87	0.55
Our overall benefits package is competitive.	4.00	0.59
Our organization recognizes high performance.	4.13	0.64
Our organization supports open two-way communication between employees and management.	4.27	0.71
I am informed about changes in a timely manner.	4.33	0.46
Our organizational values are consistent with my own.	4.40	0.59

Survey Item	Driver Rating	Correlation to Engagement
Our organization looks for ways to improve quality.	4.53	0.67
Executive leadership is doing what it takes to make our organization successful.	4.60	0.60
The people in my department work well together.	4.67	0.43
Our organization makes me feel that my contribution is important.	4.67	0.44
I am kept informed about the performance of our organization.	4.73	0.55

Survey Item	Driver Rating	Correlation to Engagement
I understand our organization's policies and practices.	4.13	0.27
I am provided with the training I need to do my job effectively.	4.13	0.03
Given my job, my <u>work load</u> is realistic.	4.33	0.39
I am kept informed about new plans and developments.	4.47	0.37
I have opportunities to learn and grow in my current position.	4.47	0.37

Survey Item	Driver Rating	Correlation to Engagement
I understand our organization's overall benefits package.	4.53	0.38
I have input into matters that affect my job.	4.67	0.39
My job is personally satisfying.	4.73	0.42
I work with people I like.	4.80	0.35
I am interested in the future of our organization.	4.80	0.35
Our organization provides good service to our customers.	4.87	0.36
I understand how my job contributes to organizational success.	4.87	0.36

Survey Steps & Timeline

1. Finalize the Questionnaire

- MEA and Company finalize content, including subgroups
- MEA constructs the questionnaires and instructions
- Company approves final questionnaire
- Company prepares internal plans for surveys

2. Prepare for the Survey Sessions

- Company starts pre-survey communications
- MEA prepares the final survey and/or materials
- MEA and Company finalize the administration schedule

3. Survey Administration

- For paper surveys, MEA or Company proctors the paper survey session
- For online survey, MEA emails the online survey invitations
- MEA tracks survey responses overall by subgroup
- MEA provides periodic updates on participation to Company

4. Analyze and interpret the results; Prepare the report

- Data entry for paper surveys

5. Analyze and interpret the results; Prepare the report

- Two-hour in-person presentation with Company's key executives or other appropriate staff

