

## Employee Engagement Assessment

abc

abc@mettl.com

Test Taken on: September 23, 2014 03:29:27 PM EAT

Finish State: Normal

### Registration Details

Email                   abc@mettl.com

First Name:           Sample

Address:

Last Name:           Not filled

Experience:           2

### INTRODUCTION

The information contained in this report provides information about your organization from the perspective of your employees.

#### Employee Engagement and its Benefits

Employee engagement refers to the extent to which the employees feel passionate and absorbed in their work, are emotionally and intellectually committed to their organization and are willing to invest physical and emotional energy towards their job.

Highly engaged employees tend to immerse themselves in their work and go beyond what is typically required or expected, find it easier to stay focused and are able to easily resist distractions.

Highly engaged employees are likely to:-

- be highly enthusiastic and energetic about one's work,
- be resilient, finding it relatively easy to deal with adverse situations and challenges,
- display lower rates of absenteeism,
- contribute to the organization's goals and success,
- devote discretionary effort - willing to go the 'extra mile',
- perform better and be more productive,
- provide a conducive, collaborative and stimulating work environment,
- look for areas of improvement and work towards implementing the necessary changes,
- become advocates and ambassadors for their organization -recommending the products and services to others,
- be creative and innovative at the workplace,
- inspire positivity,
- create passionate and committed customers by offering high level of service,
- create a sense of loyalty amongst employees as well as customers,
- stay longer with the organization, thus reducing turnover and related costs.

## EXECUTIVE SUMMARY



### Level of Engagement

Neutral



### Stability

**Say:** Likely

**Stay:** Moderately unlikely

**Strive:** Moderately unlikely



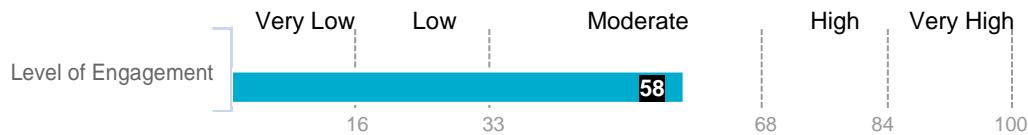
### Top Engagement Drivers

**Sense of Accomplishment:** Highly Engaged

**Recognition:** Engaged

**Diversity:** Engaged

## Level of Engagement



Values shown in above chart are percentages

■ Very Low ■ Low ■ Moderate ■ High ■ Very High

### Level of Engagement: Moderate

In the present case, the employee falls in the “Moderately engaged” category, based on his/her moderate scores for the composite of all the related parameters.

### Details of the different engagement levels and their score range

**Highly Engaged** (Range: 85-100 percentage): Highly committed, emotionally and intellectually, to one's work, constantly works towards improving performance and contributing to individual and organizational growth.

**Engaged** (Range: 68-84 percentage): Committed to one's work, mostly willing to invest their energies at full sway and put in extra effort. Is motivated to achieve challenging targets and often contributes to organization's growth.

**Neutral** (Range: 34-67 percentage): Quite committed to one's work, but tend to focus on tasks rather than on goals and outcomes. Not always self driven and may need extrinsic motivators.

**Disengaged** (Range: 17-33 percentage): Fulfils just the minimum/ basic requirement for the job. Does not invest one's energy to put in extra effort into work, dissatisfied.

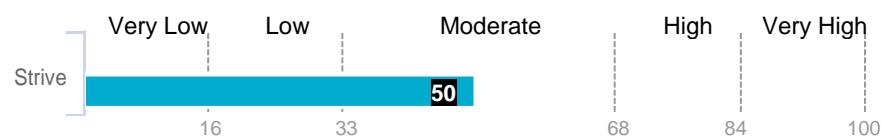
**Highly Disengaged** (Range: 0-16 percentage): Occasionally shows up for work, tries to do the least amount of work necessary, cynical and dissatisfied about work and organizational policies and procedures.

# STABILITY

This factor deals with factors related to employees' retention, stability and commitment and their sustainability in the organization for long. This encompasses three sub-factors, namely:-

- **Strive**- The extent to which the employees exert high degrees of effort towards their work and consistently work towards contributing to organizational success.
- **Stay**- The extent to which the employees have a desire to be a part of the organization and stay on for a long period of time.
- **Say**- The extent to which the employees speak positively about the organization to others (co-workers, potential employees and customers) and act as brand ambassadors for the products and services being offered.

## Strive



Values shown in above chart are percentages

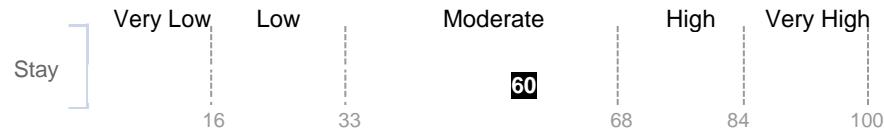
■ Very Low ■ Low ■ Moderate ■ High ■ Very High

### Strive: Moderate

This demonstrates the extent to which the participant is likely to exert extra effort towards his/her work and engage in behaviors that contribute to the success of the business.

The participant's scores indicates that he/she is "Moderately Likely" to make an effort to strive at the organization.

## Stay



Values shown in above chart are percentages

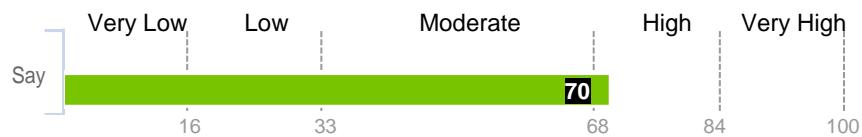
■ Very Low ■ Low ■ Moderate ■ High ■ Very High

## Stay: Moderate

This demonstrates the extent to which the participant is likely to have a desire to stay with the organization for long.

The participant's score indicates that he/she is "Moderately unlikely" to stay with the organization for long.

### Say



Values shown in above chart are percentages

■ Very Low ■ Low ■ Moderate ■ High ■ Very High

## Say: High

This demonstrates the extent to which the participant is likely to say positive things about the organization to potential customers, employees and friends.

The participant's score indicates that he/she is "Likely" to say good things about the organization.

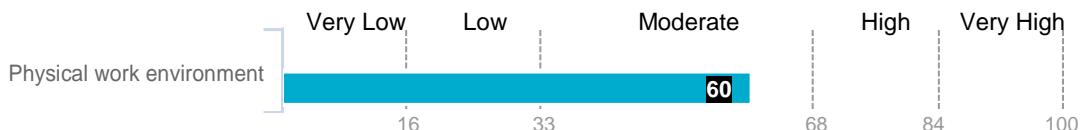
## FACTORS AFFECTING ENGAGEMENT

### QUALITY OF LIFE

This factor deals with the employees' satisfaction with regard to their quality of life in the organization, it encompasses two sub-factors:-

- **Physical work environment**- Whether the work environment of the organization is considered to be safe and comfortable by the employees.
- **Work/life balance**- Whether the employees are able to cope with their work demands as well as strike a balance between their personal and professional life.

## Physical Work Environment



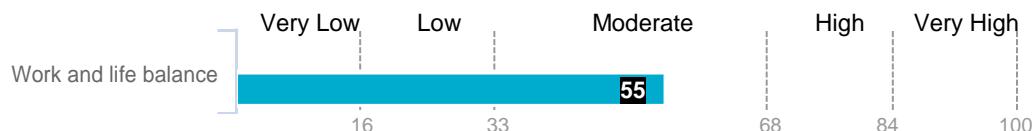
Values shown in above chart are percentages

■ Very Low ■ Low ■ Moderate ■ High ■ Very High

### Physical work environment: Moderate

This demonstrates the participant's satisfaction with the organization's physical work environment. The participant's score indicates that he/she is "Moderately Satisfied" with the work environment.

## Work/ Life Balance



Values shown in above chart are percentages

■ Very Low ■ Low ■ Moderate ■ High ■ Very High

### Work and life balance: Moderate

This demonstrates participant's satisfaction with his/her work demands and whether he/she is able to devote adequate time and do justice to both one's work and personal life. The participant's score indicates that he/she is "Moderately satisfied" with how well he/she can balance one's personal and professional life.

## COMPANY PRACTICES

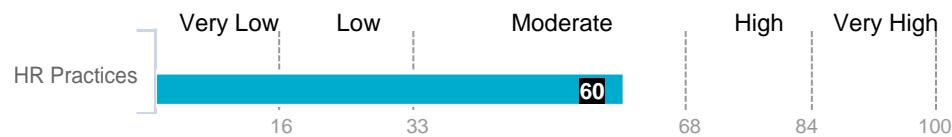
This factors deals with employees' satisfaction with regard to the company's policies, practices, the corporate culture and communications. It includes the following:-

- **HR practices**- Whether the employees are satisfied with the company's policies, rules and regulations and feel valued and heard by the organization.
- **Performance management**- Whether the employees feel their job is a good fit based on their interests as well as skills as well as clarity regarding performance expectations of their managers.

- **Diversity**- Includes unbiased and equal treatment of all employees irrespective of their socio-cultural background.

- **Communication**- Whether the employees feel a part of the decision making process of the organization and are made aware of any changes taking place in the organization.

## HR Practices



Values shown in above chart are percentages

■ Very Low ■ Low ■ Moderate ■ High ■ Very High

### HR Practices: Moderate

This demonstrates participant's satisfaction with the HR practices of the organization.

The participant's score indicates that he/she is "Moderately satisfied" with the HR practices of the organization.

## Performance Management



Values shown in above chart are percentages

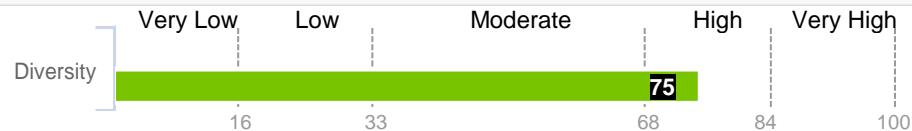
■ Very Low ■ Low ■ Moderate ■ High ■ Very High

### Performance Management: Moderate

This demonstrates the participant's satisfaction with the performance management strategies of the organization.

The participant's score indicates that he/she is "Moderately satisfied" with the performance management strategies.

## Diversity



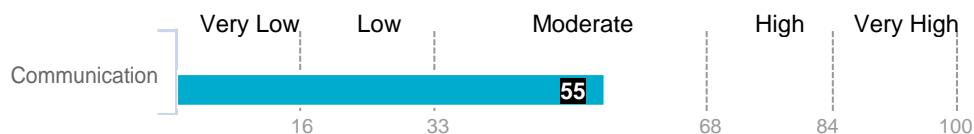
Values shown in above chart are percentages

■ Very Low ■ Low ■ Moderate ■ High ■ Very High

### Diversity: High

This demonstrates the participant's satisfaction with the work culture of the organization. The participant's score indicates that he/she is "Satisfied" with the work culture.

## Communication



Values shown in above chart are percentages

■ Very Low ■ Low ■ Moderate ■ High ■ Very High

### Communication: Moderate

This demonstrates the participant's satisfaction with the communication process in the organization. The participant's score indicates that he/she is "Moderately satisfied" with the communication practices of the organization.

## PEOPLE

This factor deals with the employees' relationship and satisfaction with their senior leaders, manager, team and co-workers.

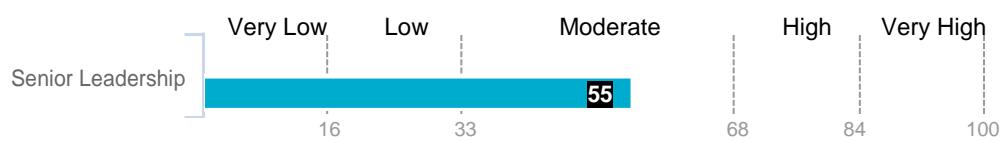
It includes the following sub-factors:-

- **Senior Leadership**- Refers to the extent to which the employees have trust and confidence in the management and the leaders of the organization and their planning strategies.
- **Managers**- Deals with the nature of the employee's interaction and rapport with his/her supervisor/manager. It refers to the extent to which they feel valued, acknowledged and appreciated by their

managers and whether they are given regular feedback by their managers as well as opportunities for professional growth.

- **Co-workers**- This factor deals with the nature of employee's interaction and rapport with his/her co-workers and team. It also includes the employees' opinion about their team's performance as a whole.

## Senior Leadership



Values shown in above chart are percentages

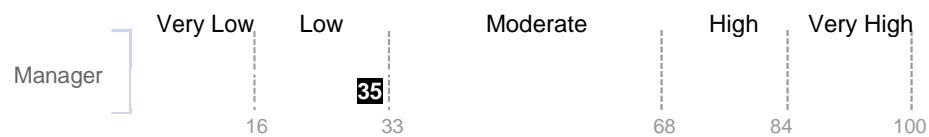
■ Very Low ■ Low ■ Moderate ■ High ■ Very High

### Senior Leadership: Moderate

This demonstrates the participant's satisfaction with the organization's management, leadership and planning strategies.

The participant's score indicates that he/she is "Moderately Satisfied" with the management, leadership and organizational planning.

## Manager



Values shown in above chart are percentages

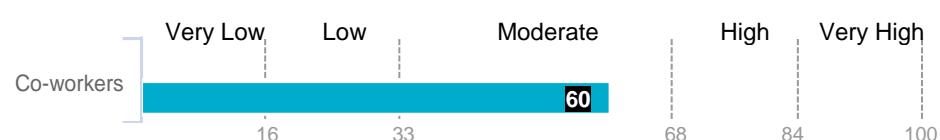
■ Very Low ■ Low ■ Moderate ■ High ■ Very High

### Manager: Moderate

This demonstrates the participant's satisfaction with his/her manager/supervisor.

The participant's score indicates that he/she is "Moderately satisfied" with his/her manager/supervisor.

## Co-workers



Values shown in above chart are percentages

■ Very Low ■ Low ■ Moderate ■ High ■ Very High

### Co-workers: Moderate

This demonstrates the participant's satisfaction with their team/co-workers.

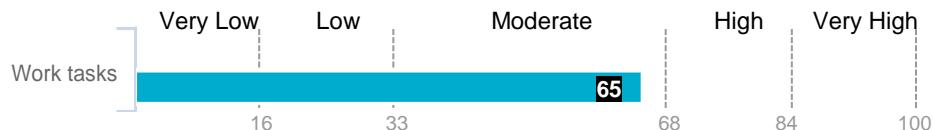
The participant's score indicates that he/she is "Moderately satisfied" with his/her co-workers.

## WORK

This factor deals with employees' satisfaction with the work they perform at the organization. It includes:-

- **Work tasks**- Refers to the extent to which the employees have clarity of their roles & responsibilities in the organization and whether they feel the expectations set for them are fair and reasonable in terms of the workload and deadlines.
- **Work processes**- Refers to the quality of work that is being delivered and whether the employees have received adequate training to do their job effectively and have clarity regarding how to perform their jobs.
- **Resources**- It deals with the employees' perception of whether they are provided with sufficient physical resources at work to do their job well and whether additional resources are readily available when needed.
- **Sense of accomplishment**- It deals with the employees' perception of the meaningfulness of their work in relation to their personal as well as organizational goals.

### Work Tasks



Values shown in above chart are percentages

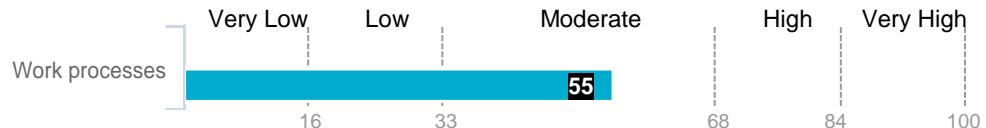
■ Very Low ■ Low ■ Moderate ■ High ■ Very High

### Work tasks: Moderate

This demonstrates the participant's satisfaction with the tasks being assigned to them.

The participant's score indicates that he/she is "Moderately satisfied" with the work tasks being assigned.

## Work Processes



Values shown in above chart are percentages

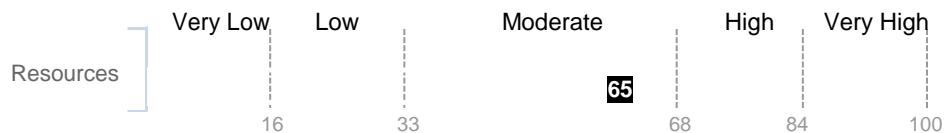
■ Very Low ■ Low ■ Moderate ■ High ■ Very High

### Work processes: Moderate

This demonstrates the participant's satisfaction with the work processes.

The participant's score indicates that he/she is "Moderately Satisfied" with his/her work processes.

## Resources



Values shown in above chart are percentages

■ Very Low ■ Low ■ Moderate ■ High ■ Very High

### Resources: Moderate

This demonstrates the participant's satisfaction with the physical resources made available at work for effective completion of tasks.

The participant's score indicates that he/she is "Moderately Satisfied" with the resources being provided at work.

## Sense of Accomplishment



Values shown in above chart are percentages

■ Very Low ■ Low ■ Moderate ■ High ■ Very High

## Sense of Accomplishment: **Very High**

This demonstrates the participant's sense of accomplishment in relation to the tasks they perform. The participant's score indicates that he/she has a "Extremely High" sense of accomplishment with the work being performed.

## OPPORTUNITIES

This factor deals with the employees' satisfaction with regards to the opportunities being offered to them in terms of:-

- **Career opportunities**— Whether the employees feel there is a fair and equitable system in place for career advancement and promotion within the organization.
- **Learning & Development**- Refers to the extent to which employees feel the organization provides them with opportunities for career development and self improvement like training sessions, conferences etc.

### Career Opportunities



Values shown in above chart are percentages

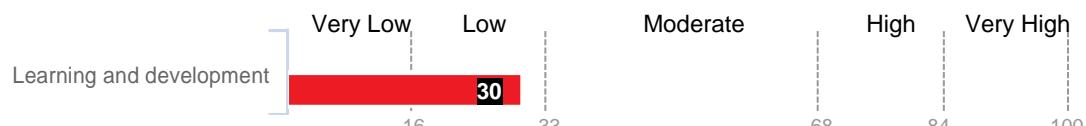
■ Very Low ■ Low ■ Moderate ■ High ■ Very High

#### Career Opportunities: **Moderate**

This demonstrates the participant's satisfaction with the career opportunities provided to him/her at the organization.

The participant's score indicates that he/she is "Moderately Satisfied" with the career and advancement opportunities available at the organization.

### Learning and Development



Values shown in above chart are percentages

■ Very Low ■ Low ■ Moderate ■ High ■ Very High

## Learning and development: **Low**

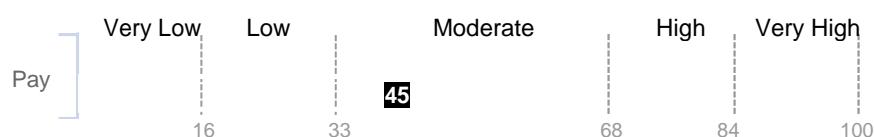
This demonstrates the participant's satisfaction with organization's training and development practices. The participant's score indicates that he/she is "Dissatisfied" with the training and development opportunities at the organization.

## TOTAL REWARDS

This factor deals with employees' satisfaction with the rewards being offered including:-

- **Pay**- Whether the salary being offered to them is considered as being fair and appropriate for their experience, job role and performance standards.
- **Benefits**- Whether the various benefits being offered (like leave policy, sick leaves, vacation days and so on) are considered as being sufficient and relevant to employee needs.
- **Recognition**- Refers to whether the employees feel recognized and rewarded for work well done.

## Pay



Values shown in above chart are percentages

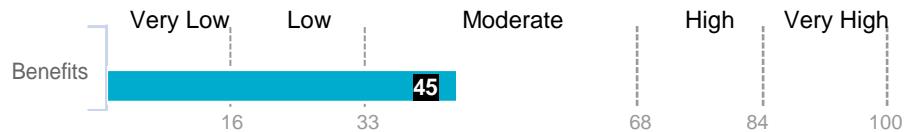
■ Very Low ■ Low ■ Moderate ■ High ■ Very High

**Pay: Moderate**

This demonstrates the participant's satisfaction with organization's salary structure.

The participant's score indicates that he/she is "Moderately Satisfied" with salary being offered to him/her.

## Benefits

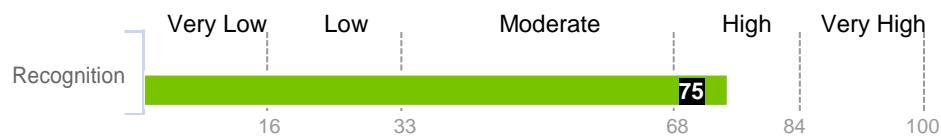


Values shown in above chart are percentages

**Benefits: Moderate**

This demonstrates the participant's satisfaction with organization's benefit packages.

The participant's score indicates that he/she is "Moderately Satisfied" with the benefit packages being offered by the organization.

**Recognition**

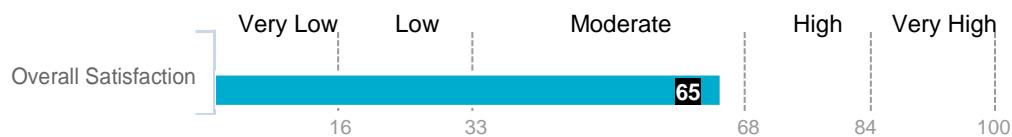
Values shown in above chart are percentages

■ Very Low ■ Low ■ Moderate ■ High ■ Very High

**Recognition: High**

This demonstrates the participant's satisfaction with the procedure in place for recognizing and rewarding employee performance.

The participant's score indicates that he/she is "Satisfied" with the recognition and rewards given to him/her for good performance.

**OVERALL SATISFACTION**

Values shown in above chart are percentages

■ Very Low ■ Low ■ Moderate ■ High ■ Very High

**Overall Satisfaction: Moderate**

This demonstrates the participant's overall satisfaction with his/her job at the time of the assessment. The participant's score indicates that he/she is "Moderately Satisfied" with his/her job as a whole, at present.

## RECOMMENDATIONS TO INCREASE ENGAGEMENT

### 1. Build cordial relationships with colleagues and manager/seniors:-

- Discuss work related concerns and problems (like bullying, harassment, poor work environment, unclear job roles/expectations, pay and so on) as and when they rise.
- Cooperate and interact with colleagues to facilitate good working relationships.
- *Help others*- assisting colleagues in their tasks, whenever possible.
- Openly and honestly communicate with manager one's grievances and opinions.

### 2. Strike a balance between professional and personal life:-

- Engage in leisure activities outside work like socializing with friends and families.
- Engage in physical exercise.
- Follow regular eating and sleeping habits.

### 3. Manage workload:-

- By prioritizing tasks.
- Using time efficiently by proper time management to meet targets and work demands.
- Discussing with seniors, assignment of tasks according to one's skills and interest levels.

### 4. Take action:-

- *Take initiative*- build one's skill sets and knowledge base, openly articulate one's interest areas and identify ways to match one's skills to achieve organizational goals.
- Initiate conversations with senior about re-shaping one's jobs, if desired, instead of waiting to get a desirable new project.
- Clarify work priorities with managers and get the required support.

### 5. Seek out opportunities to learn:-

- Explore situations which will help one excel in their field- learning on the-job from peers, seniors, participating in trainings, workshops and so on.

### 6. Be hard working and efficient:-

- Aim to complete tasks by following a strict schedule.
- Be positive, motivated and dedicated about the work you do.

- Take short breaks between tasks- talk to a friend, drink a cup of coffee, walk around and so on.

## **7. Take time off from work:-**

- Utilize your vacation days without carrying your work along.

## **8. Be more accommodating:-**

- Compromise, adjust and adapt to the changes which take place in one's roles and responsibilities due to organizational changes.
- Approach managers and peers for support to deal with the changes.
- Be open to constructive criticism given by managers/colleagues.

## **9. Be more optimistic-**

- View stressful situations from a more positive perspective; see them as challenges and opportunities for personal and professional growth, rather than as disasters/hurdles.
- In critical times, reflect on things you appreciate about your job.

## **10. Be clear on one's own values, goals and expectations-**

- Know what is important to oneself and what to look for in a potential job, to develop a sense of pride and keep oneself constantly motivated to commitment to one's work.

## **Test Log**

**23 Sep,2014**

05:52 pm     Started the test with Section #1

05:59 pm     Finished the test

