Engagement Survey: What is the intent behind each question?

Q2 – I have the materials and equipment I need to do my work right.

Those workgroups for which materials and equipment are managed most effectively average higher customer engagement and higher productivity than their peers. They also have significantly better safety records, and their employees are less likely to flee to other organizations.

The secret lies in the involvement, judgment and action of frontline leadership. Less-engaged workgroups typically say they were supplied the standard toolkit in a standardized fashion: “Here’s what you get. Make the best of it.” The most engaged employees say they made what turned out to be relatively minor accommodations, aggressively petitioned for more expensive tools when the business case was strong, and was generally vigilant in looking for new ways to make the team more effective.

Additional tools and resources can be found on the Employee Engagement Website