Engagement Survey: What is the intent behind each question?

Q4 – "In the last seven days, I have received recognition or praise for doing good work."

In organizations and workgroups, less than four in 10 employees give a strongly positive answer to the statement. On average, between one-fifth and one-third of people disagree with this survey item, as if to say, “Not only have I not received any praise recently, but my best efforts are routinely ignored.”

Praise and recognition are important forms of reinforcement that make all of us feel more motivated in doing our jobs. When team members do not feel adequately recognized, they are twice as likely to consider making a job change in the next year. Additionally, negative responses to this question correlate with decreased productivity, revenue, and customer retention. In healthcare, a difference of 10 percentage points on the recognition statement correlated to an average difference of 11 percent on patient satisfaction surveys.

While the perceived lack of praise is typically considered a leadership shortfall, team members can contribute to the problem as well. Team members who are dismissive of praise they receive, may not be able to recall being acknowledged within the past seven days. A similar situation could occur when a team member asks not to be praised in public yet feels left out when others receive public praise.

Team members who do not feel adequately recognized or praised for their contributions may want to consider the following vital behaviors:

- Discuss methods with your supervisor for providing meaningful peer-to-peer recognition.
- Ask colleagues how they like to be recognized and adhere to their preferences.
• Research existing recognition programs (there are published books and free websites) and have the team select what fits in their area.
• Ask your supervisor for access to tangible rewards (e.g., Bravo cards, UVA branded merchandise, etc.).
• Provide Human Resources with ideas and feedback to improve centralized rewards/recognition.

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