



Engagement Overview

Engagement Score Questions

To create valid and reliable engagement questions, a review of academic and industry literature was conducted before a series of focus groups to increase validity and statistical analyses to assess reliability. Our engagement score includes questions regarding the scientifically supported constructs of *dedication* (work force), *vigor* (work feeling), and *absorption* (work focus). A multifaceted approach to measuring engagement captures the components of engagement at work.

Work Force (Dedication)

- The work that I do gives me a sense of pride.
- I find my work to be full of meaning and purpose.

Work Feeling (Vigor)

- I feel a sense of happiness when I am working very hard.
- When I wake up, I feel like going to work.
- I love the feeling of working.

Work Focus (Absorption)

- I find it very easy to stay focused on what is most important for me to accomplish at work.
- I am able to get into a state of complete focus while working.



Validity

Validity describes how accurately the questions in the survey reflect what we are assessing.

To increase the validity of our overall survey, engagement score, and drivers, internal and external experts in psychology, organizational behavior, and business reviewed dozens of academic papers and industry reports to create an initial set of questions.

Then, to increase conceptual validity, a series of customer focus groups was conducted to refine the questions and increase real-world applicability.



Reliability

Reliability is the consistency of the survey and each factor.

Most social scientists agree that the standard for reliability is a 0.7 or higher on Cronbach's alpha.

Analyzing a sample of over 10,000 responses, the overall engagement score had a Cronbach's alpha of 0.882.



Autonomy	0.75
Capacity	0.84
Coworker relationships	0.92
Fairness	0.83
Feedback	0.94
Goal Support	0.56
Leader Availability	0.92
Leader Integrity	0.94
Manager	0.82
Meaning	0.78
Professional Development	0.83
Psychological Safety	0.84
Purpose	0.80
Rest	0.93
Role Clarity	0.77
Shared Values	0.84
Utilization	0.85