

CIB 2007 Engagement Survey Results

Briefing for CIB and District staff

The 12 Engagement Questions (Q12)

*Overall, how satisfied are you with the CIB
as a place to work?*

- Q1 I know what is expected of me at work.
- Q2 I have the materials and equipment I need to do my work right.
- Q3 At work, I have the opportunity to do what I do best every day.
- Q4 In the last seven days, I have received recognition or praise for doing good work.
- Q5 My supervisor, or someone at work, seems to care about me as a person.
- Q6 There is someone at work who encourages my development.
- Q7 At work, my opinions seem to count.
- Q8 The mission or purpose of my organisation makes me feel my job is important.
- Q9 My fellow employees are committed to doing quality work.
- Q10 I have a best friend at work.
- Q11 In the last six months, someone at work has talked to me about my progress.
- Q12 This last year, I have had opportunities at work to learn and grow.

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Engagement Hierarchy

Opportunities to learn and grow
Progress in last six months

I have a best friend at work
Coworkers committed to quality
Mission/purpose of organisation
At work, my opinions seem to count

Someone at work encourages my development
Supervisor/someone at work cares
Recognition last seven days
Do what I do best every day

**I have materials and equipment I need
to do my work right**
I know what is expected of me at work

Ownership



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Methodology

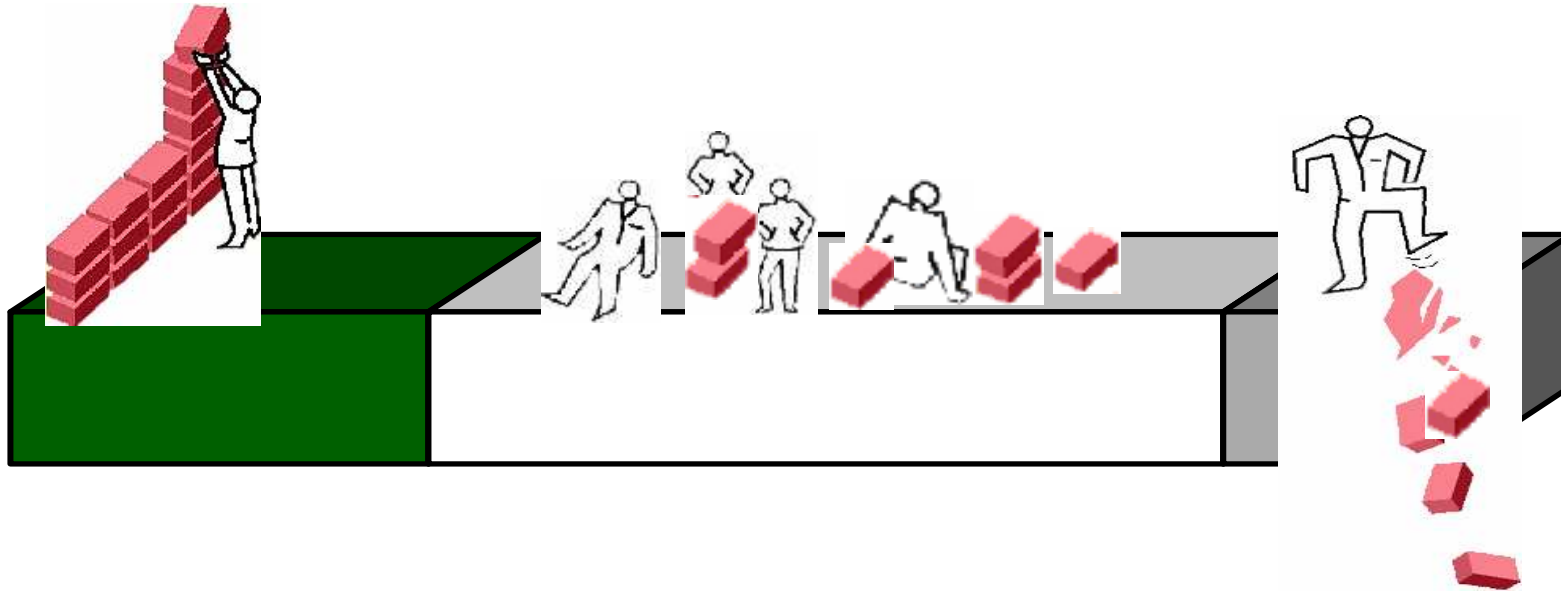
- **Survey administration occurred via Web methodology from 16-29 August 2007.**
- **Survey items included Gallup's Q¹² items and the overall satisfaction question.**
- **988 employees participated from the Criminal Investigation Branch's total population of 1,143, yielding a response rate of 86%.**
- **Gallup's average rate of response is 84%.**

Gallup's 2007 Overall Database

- **Includes data from 2004, 2005 and 2006.**
- **5.16 million respondents**
- **538,000 workgroups**
- **455 organisations**
- **Represents 15 major industry types, collected in 124 countries using 45 different languages.**

How Engaged are CIB Employees?

Using the Q12® items, Gallup can identify the following three types of employees:



Engaged

These employees are loyal and psychologically committed to the organisation. They are more productive and more likely to stay with their company.

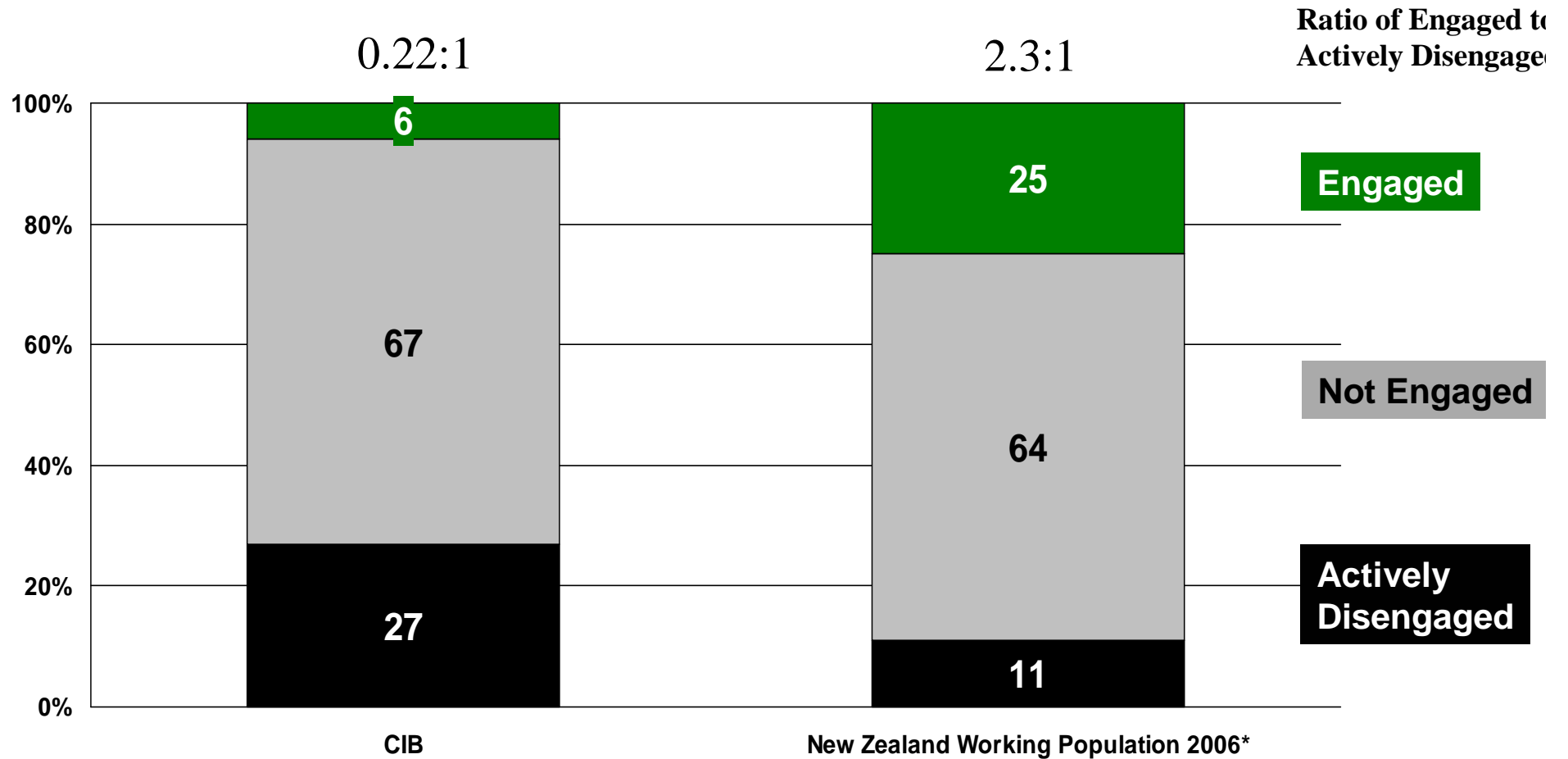
Not Engaged

These employees may be productive, but they are not psychologically connected to their company. They are more likely to miss workdays and more likely to leave.

Actively Disengaged

These employees are physically present but psychologically absent. They are unhappy with their work situation and insist on sharing this unhappiness with their colleagues.

Gallup Q¹²™ Engagement Index for CIB



N=988

What's driving Engagement at CIB?

CIB vs Gallup 50th 2007 Administration (Mean Scores)

Percentile:

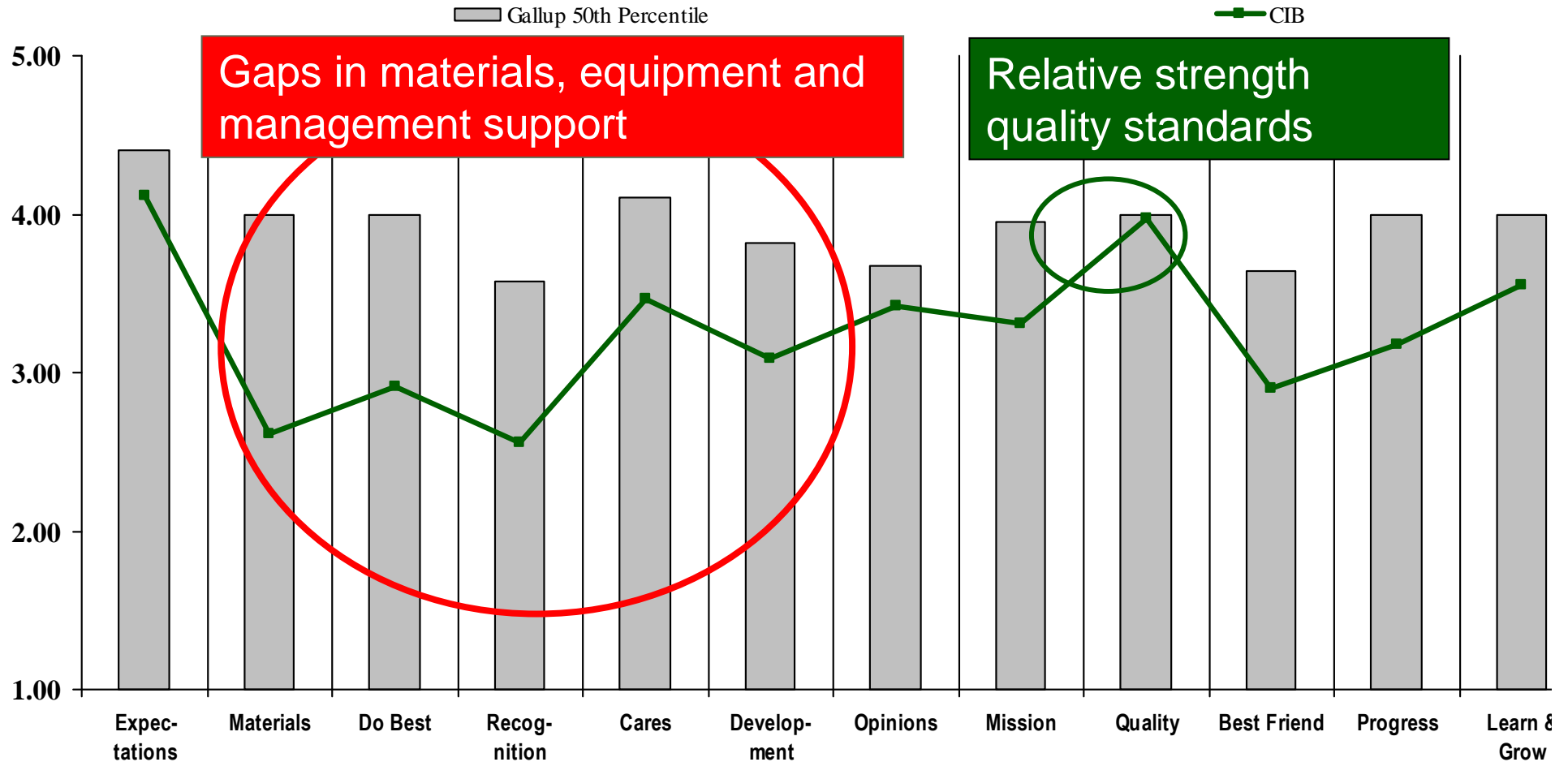
Gallup 50th

11th

Grand Mean:

3.89

3.26



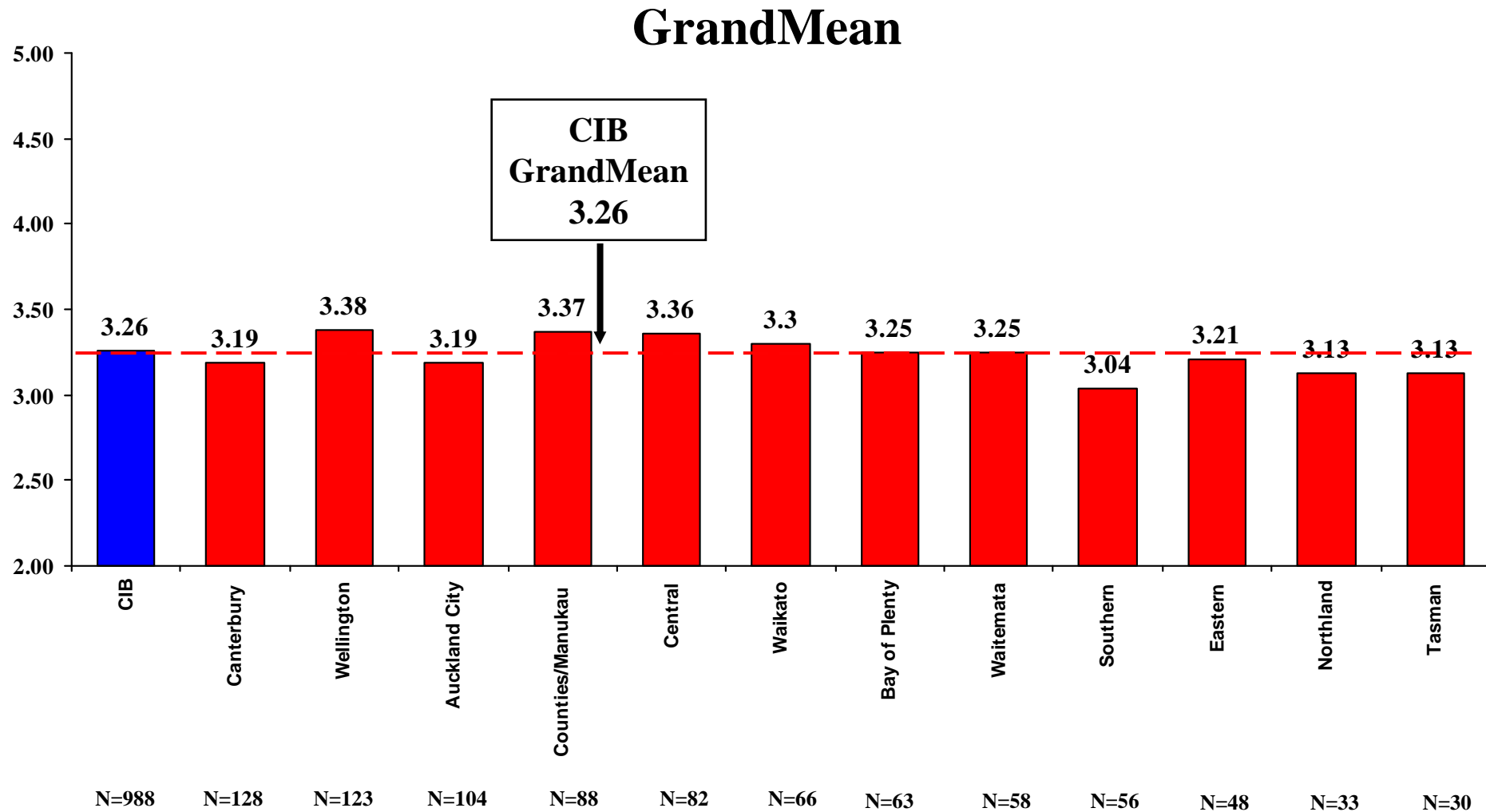
Q12[®] Item to Focus On (Percentiles)

Percentiles are based on Mean Scores

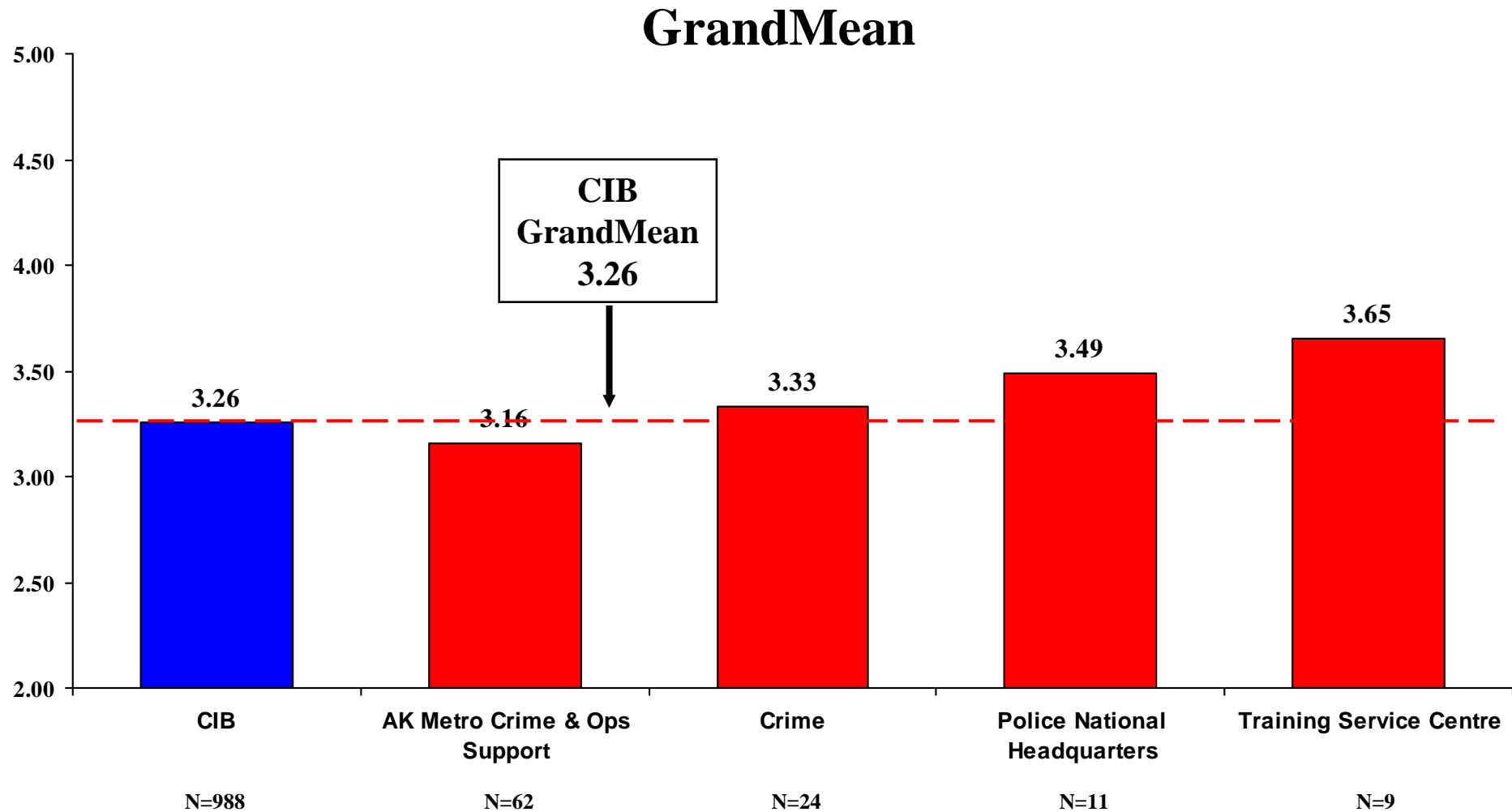
	Means	Percentile
Opportunities to learn and grow	3.55	S 24 th
Progress in last six months	3.18	17 th
Best friend	2.90	13 th
Coworkers committed to quality	3.97	45 th
Mission/Purpose of company	3.31	15 th
My opinions count	3.42	36 th
Encourages development	3.09	14 th
Supervisor/Someone at work cares	3.46	17 th
Recognition last seven days	2.56	10 th
Do what I do best every day	2.91	5 th
Materials and equipment	2.61	2 nd
I know what is expected of me at work	4.12	25 th

Engagement by Business Unit and Demographics

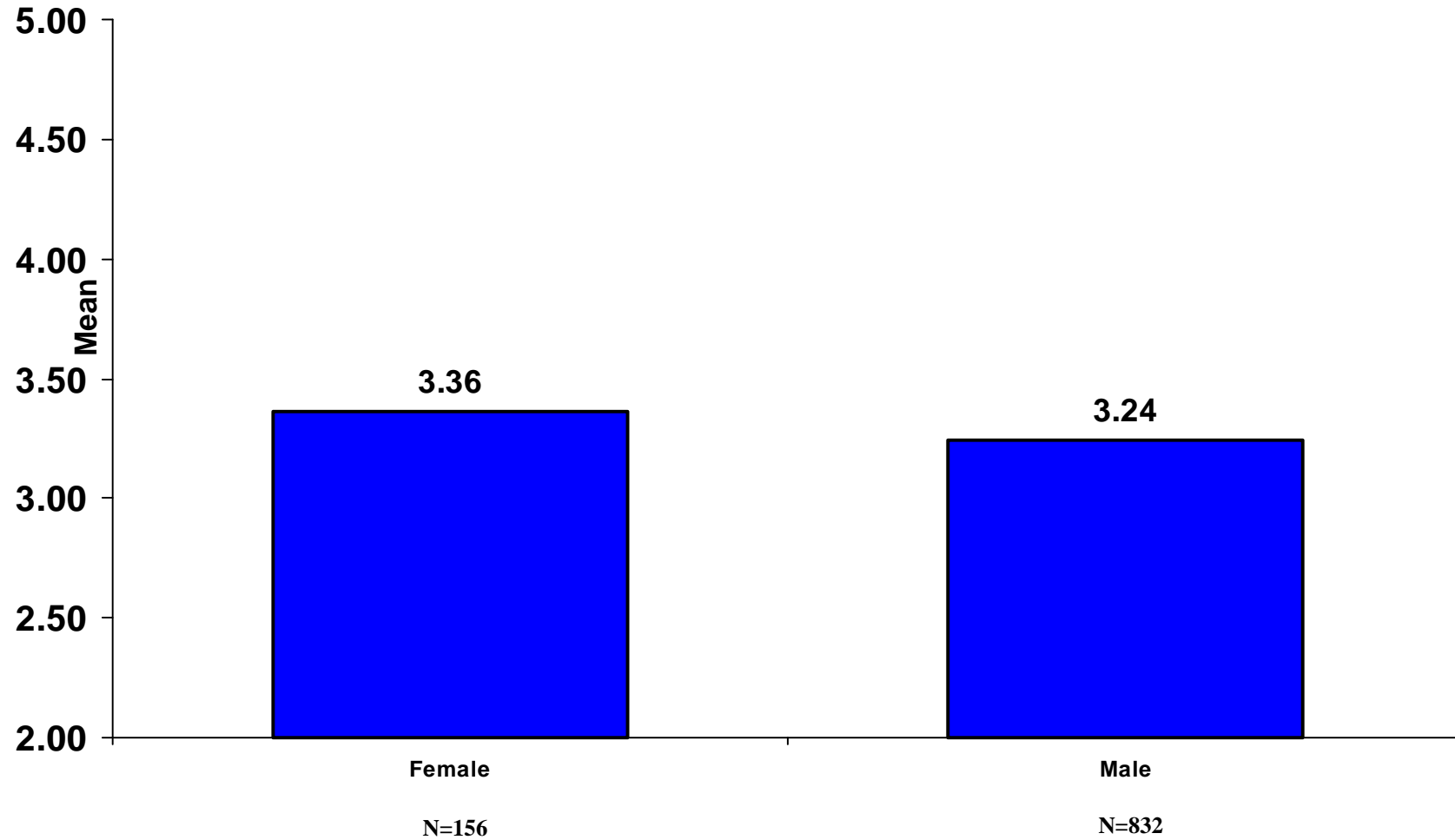
Employee Engagement at CIB By District



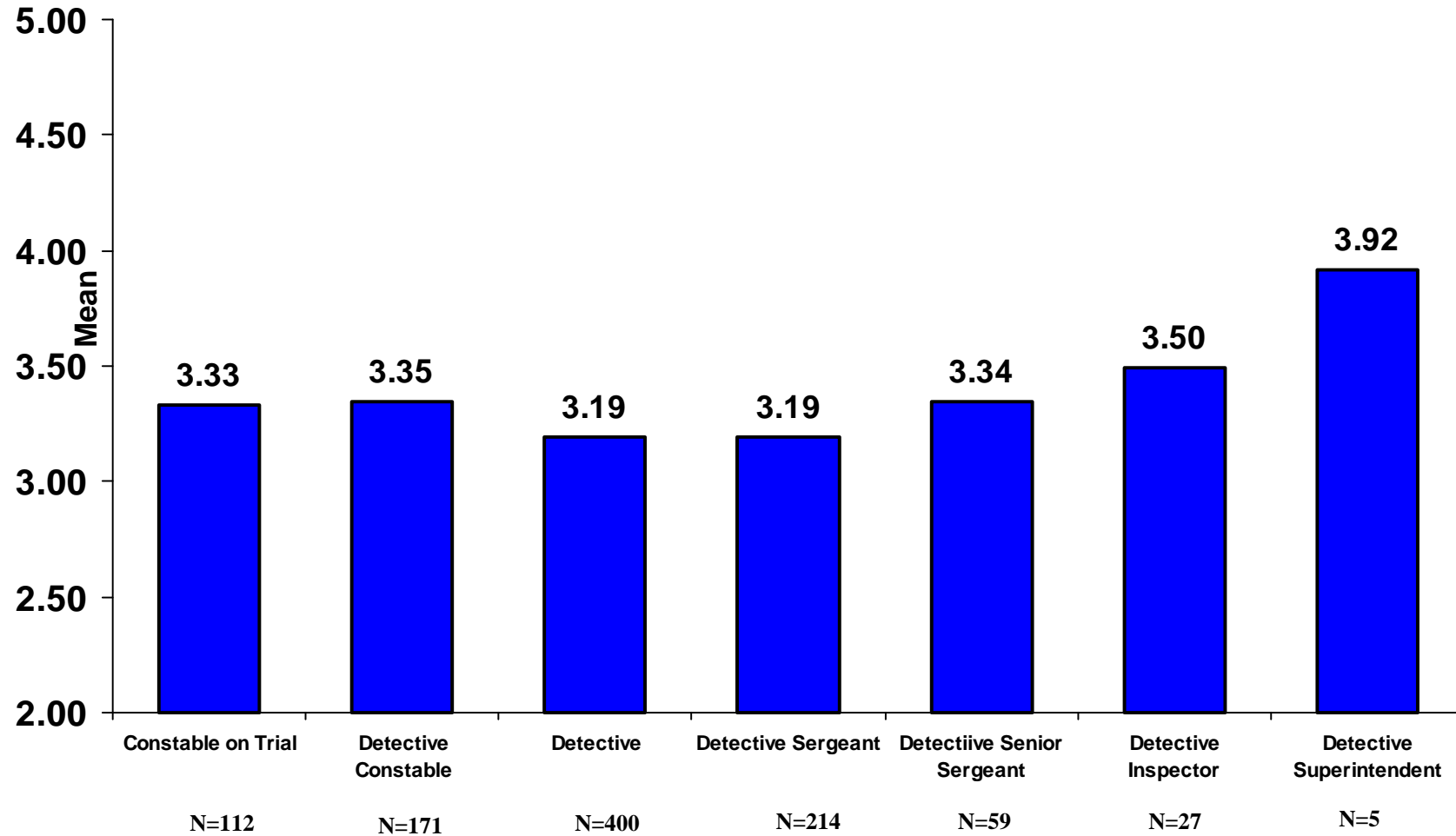
Employee Engagement at CIB By District



GrandMean by Gender



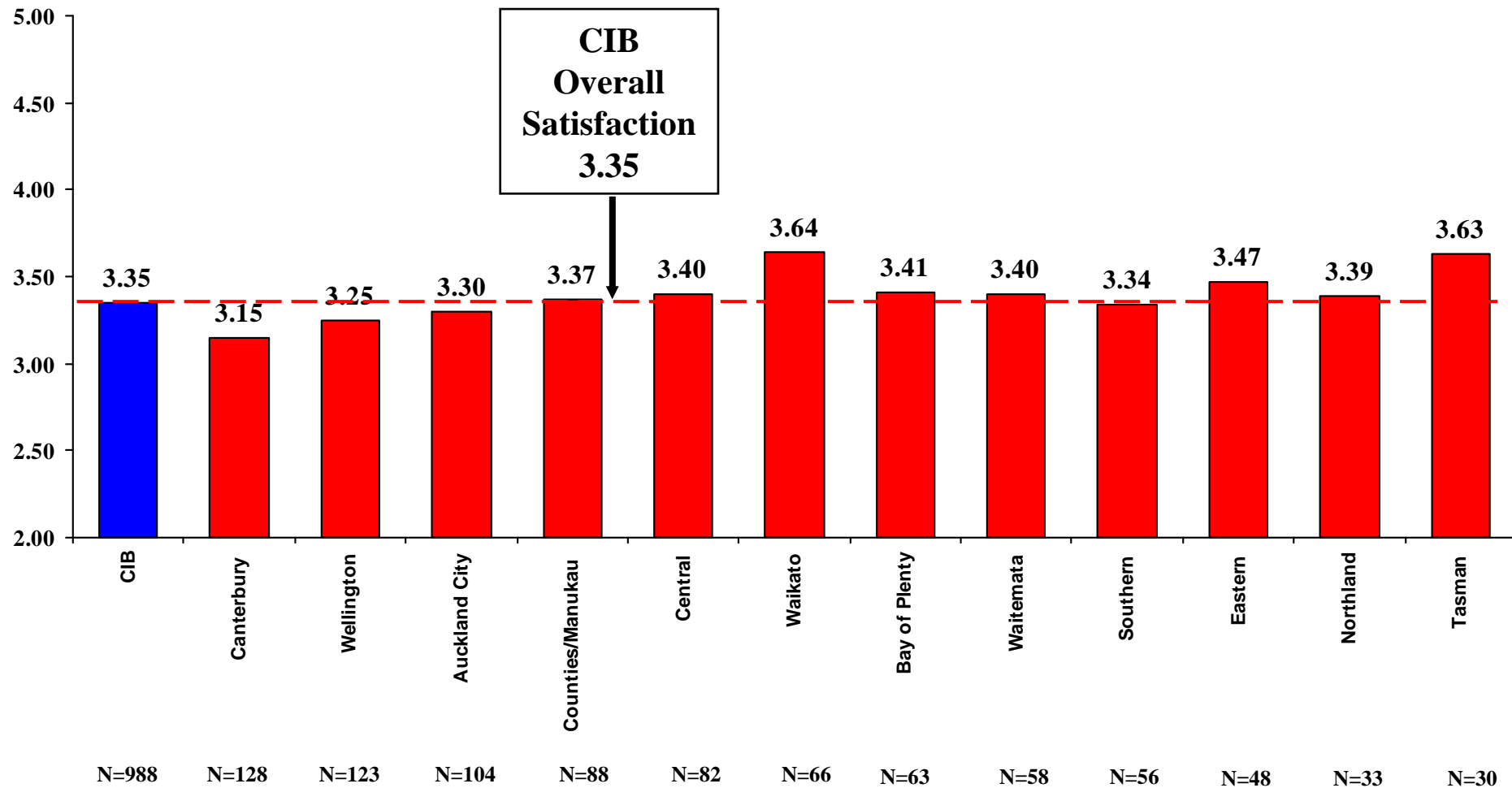
GrandMean by Rank



How Satisfied are CIB Employees?

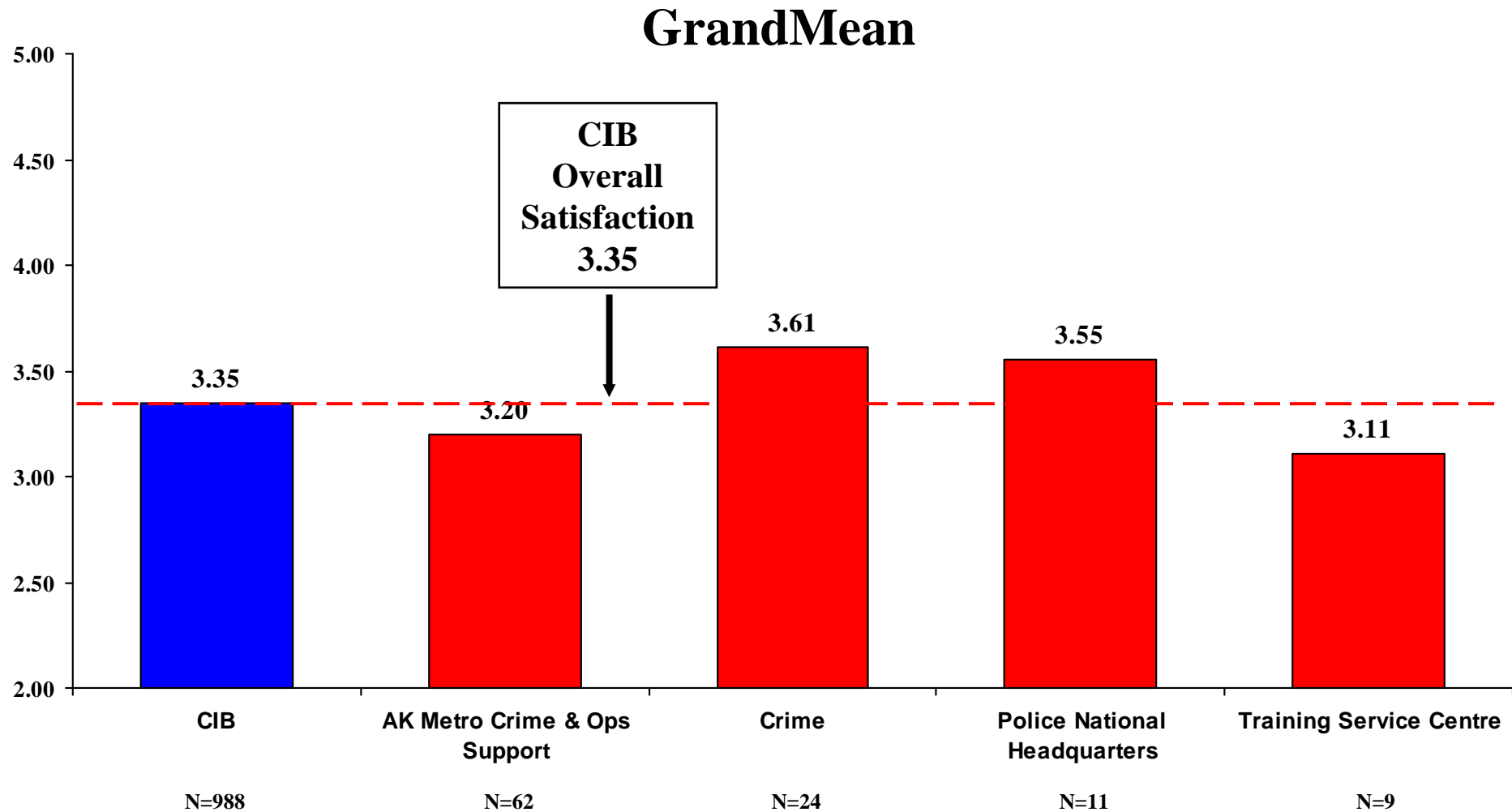
Overall Satisfaction at CIB

By District



Overall Satisfaction at CIB

By District



Priority Areas for Action

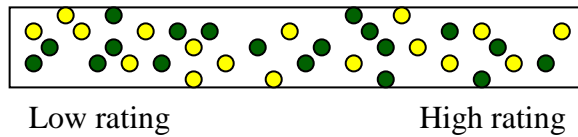
Priorities Areas for Action

- **Three priority areas have been identified across CIB:**
 - **Q.02 Materials and Equipment - (I have the materials and equipment I need to do my work right).**
 - **Q.03 Do Best – (At work, I have the opportunity to do what I do best every day).**
 - **Q.04 Recognition – (In the last seven days, I have received recognition or praise for doing good work).**

Additional Slides for Information

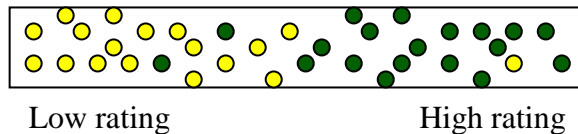
The Sorting Effect

Poor Question



“I feel I am paid the right amount.”

Great Question



“At work, I have the opportunity to do what I do best every day.”

- More productive workgroups
- Less productive workgroups

Engagement Metrics

- **Engagement Index**
 - The % of employees who are Engaged, Not Engaged and Actively Disengaged (only available for groups of 100 or more)
- **GrandMean: Overall Engagement Score**
 - Mean rating across all Q12 questions on 5 point scale
 - Available for each team with more than 4 respondents
- **Individual Items:**
 - The mean rating on a 5 point scale for each question
- **% 5s (Top Box)**
 - % of employees that ‘strongly agree’ with each item
- **Percentile**
 - Rank in relation to Gallup’s Worldwide Database

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