

# York University

Summary of Institutional 2012/13  
Employee Engagement Survey Results



VARI HALL

# Table of Contents

## **York University: Summary of Institutional 2012/13 Employee Engagement Survey Results**



1. Measures of Engagement
2. Drivers of Engagement
3. Institutional EES Results
4. Compared to University Sector
5. CPM EES Results
6. Discussion

# Two Measures of Engagement

## ➤ Organization Engagement:

### ▪ 11 drivers – examples:

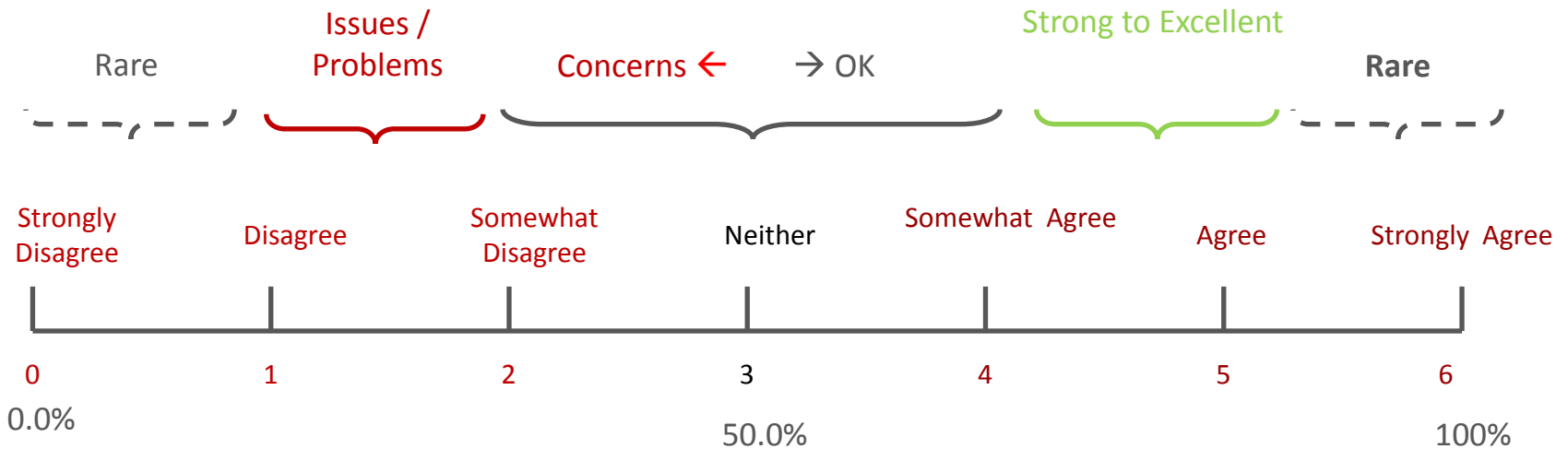
- I am proud to be an employee at York University
- Knowing what I know now about York University, I would apply to work here again
- I would recommend York University as an employer
- York University cares about its employees

## ➤ Work/Role Engagement:

### ▪ 22 drivers – examples:

- I get absorbed in my work / role (i.e., immersed in what you are doing)
- My current work / role gives me a sense of accomplishment
- I feel energetic while at work When I get up, I feel like going to work

# Equating Percentages to Engagement



Percentages are based on the mean response from all respondents in a specific Division across a 7-point Likert scale - for all items included in a specific measure, which is then converted to a score out of 100, i.e., a percentage of 100. Therefore, the %'s represent an average level of engagement (or "level" of satisfaction), i.e., NOT the percentage of people who are engaged or satisfied.

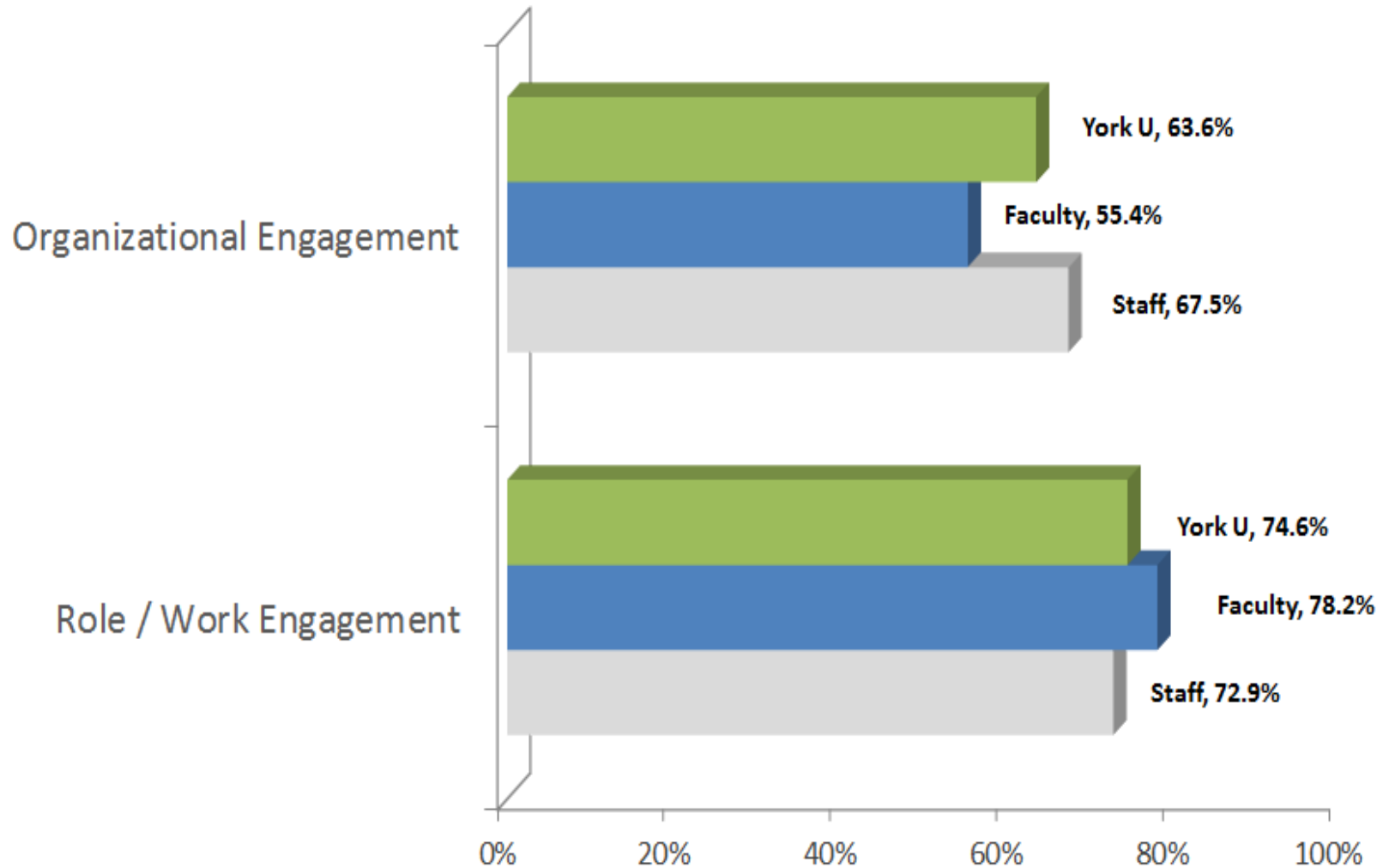
Negative Results

Strong Positive Results

Range	Driver Rating System
0.0% - 8.2%	Strongly Disagree
8.3% - 24.9%	Disagree
25.0% - 41.6%	Somewhat Disagree
41.7% - 58.2%	Neither Agree nor Disagree
58.3% - 74.9%	Somewhat Agree
75.0% - 91.5%	Agree
91.6% - 100.0%	Strongly Agree

NOTE: In 'higher scoring' groups consider using 50.0% associated with negative result (i.e., just below the mid-point of Neither Agree nor Disagree)

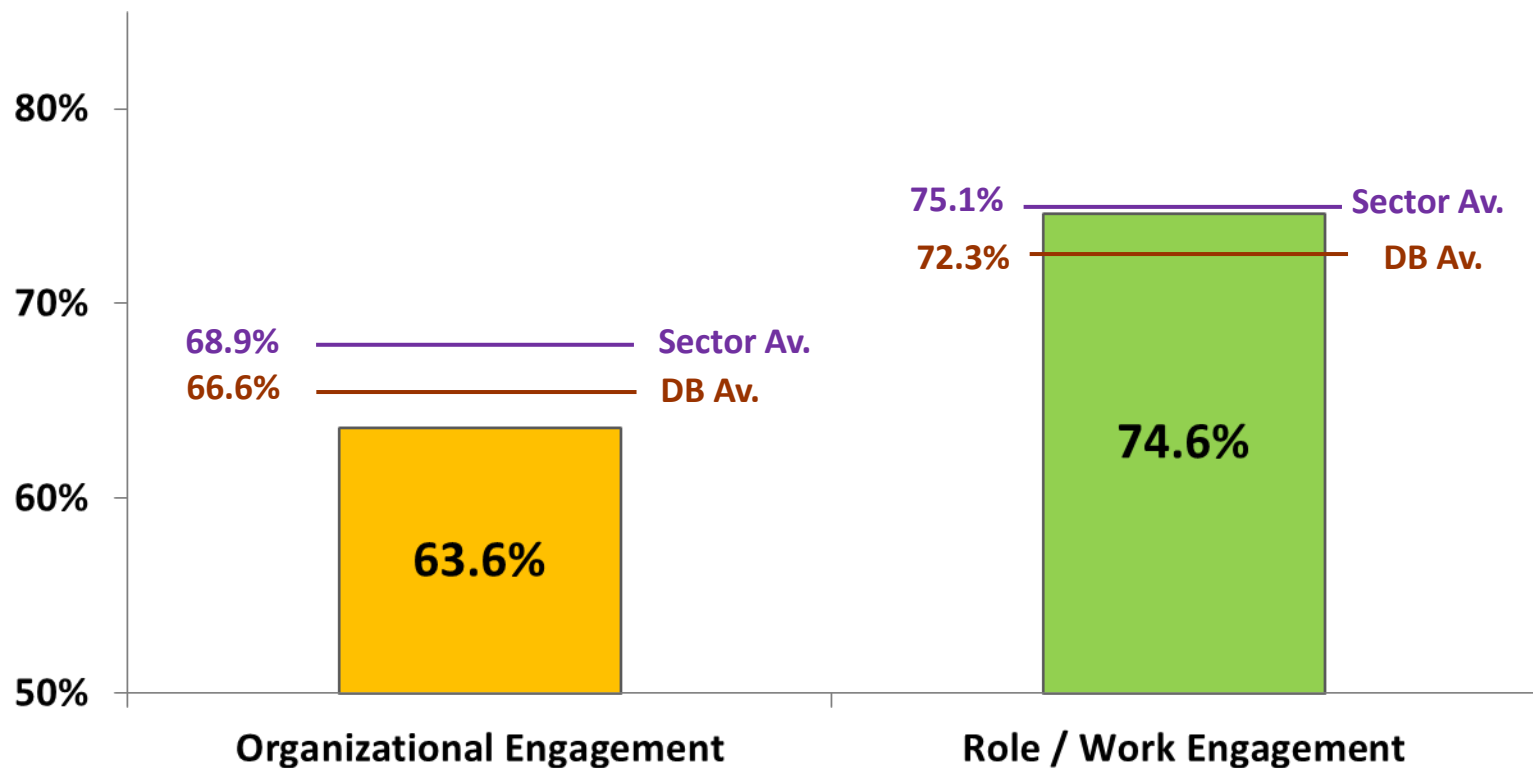
# Engagement Outcome Scores: Overall and by Faculty/Staff



# Engagement Outcomes: Database Comparisons

**DB:** The Metrics@Work Canadian database represents approximately 120 organizations, approximately 85,000 responses and approximately 2/3 public sector.

**Sector:** Based on 6 different Canadian Universities and 1 College (approximately 7,500 responses).

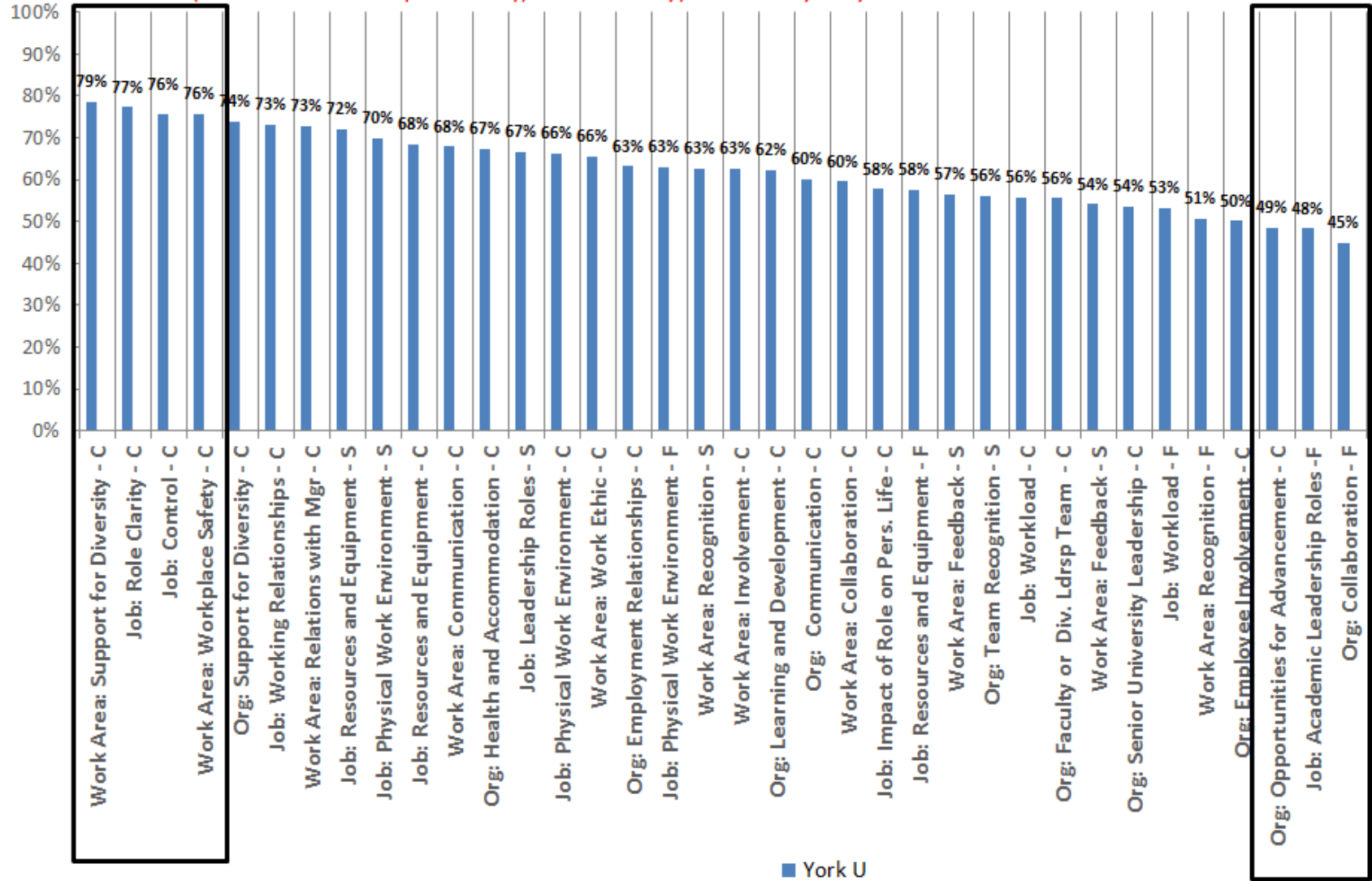


Note: Non-zero origin distorts graph.

# Overall York University (n= 2,975): All Drivers of Engagement: Ranked High to Low

Letter at End of Driver Name:

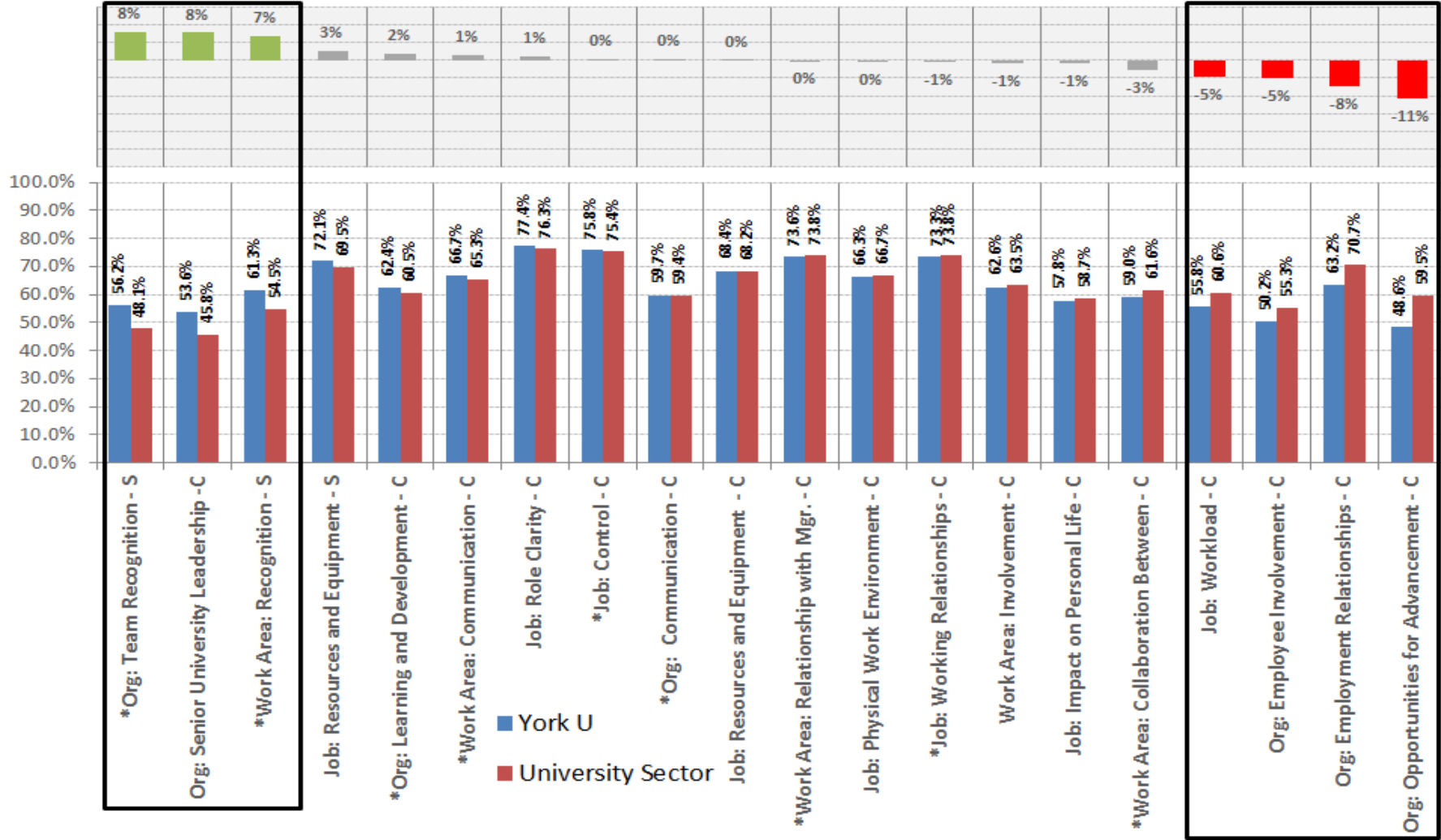
C = Core (common to all respondents); S = Staff only; F = Faculty only





Another Way to Analyze the Data is to Consider how our Measures Compare to the University Sector (\* indicates that a driver was recalculated to match the SAME items available for the external benchmark)

Difference between M@W University Database and York:





# CPM Employee Engagement Results

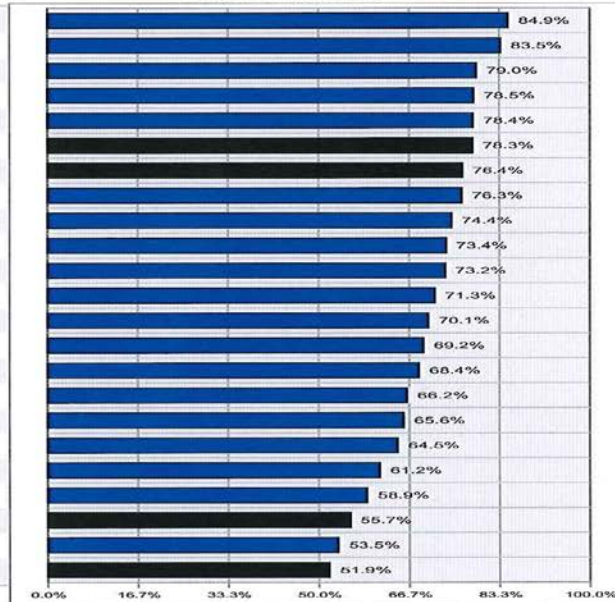
## Graph of Driver Averages

The following graph illustrates the averages, in percent, for each driver in order from highest to lowest. The Grand Average is 70.1% and has a difference of 6.6% from the Grand Rest Average (63.5%). Note: The Rest Average is comprised of the rest of the faculty and staff members within York University.

### Ranked Drivers

Rank	Driver
1	Work Area: Support for Diversity
2	Work Area: Workplace Safety
3	Work Area: Relationship with Manager / Department Head
4	Org: Support for Diversity
5	Job: Working Relationships
6	Job: Control
7	Job: Role Clarity
8	Job: Resources and Equipment
9	Org: Health and Accommodation
10	Job: Physical Work Environment
11	Work Area: Communication
12	Org: Employment Relationships
13	Work Area: Work Ethic
14	Work Area: Involvement in Decision-Making
15	Org: Learning and Development
16	Org: Faculty or Divisional Leadership Team
17	Org: Communication
18	Work Area: Collaboration with Other Units / Departments
19	Org: Senior University Leadership
20	Org: Employee Involvement
21	Job: Impact of Your Role on Personal Life
22	Org: Opportunities for Advancement
23	Job: Workload

### Driver Averages



### Rest Avg.

77.1%
73.5%
71.2%
72.5%
71.9%
75.1%
77.7%
66.3%
65.5%
64.4%
68.5%
61.0%
64.4%
60.9%
60.5%
52.8%
58.6%
58.3%
51.5%
47.8%
58.4%
47.3%
56.8%