

1. Employee Engagement Model

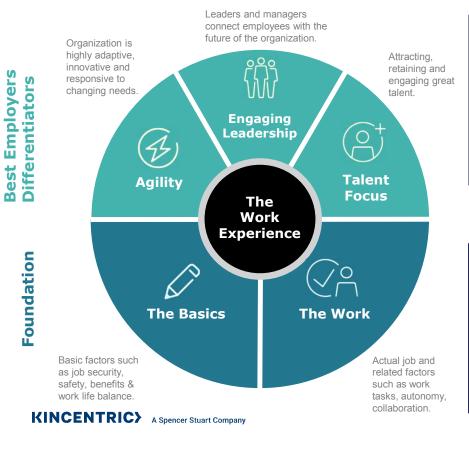
Engagement Dimensions

Employers

Engagement Outcomes

Business Outcomes

The perceived employee experience at an organisation affects the engagement behaviours displayed by its employees, and in turn these behaviours have an affect on key business outcomes such as talent, operations, customer focus and financial position





business success





Customer Satisfaction Retention

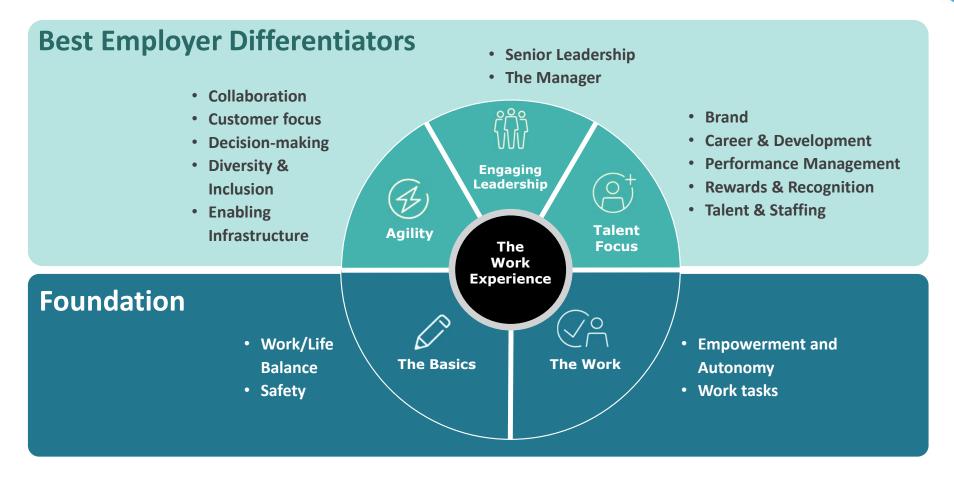


Financial Revenue/Sales Growth Op. Income/Margin Total Shareholder Return

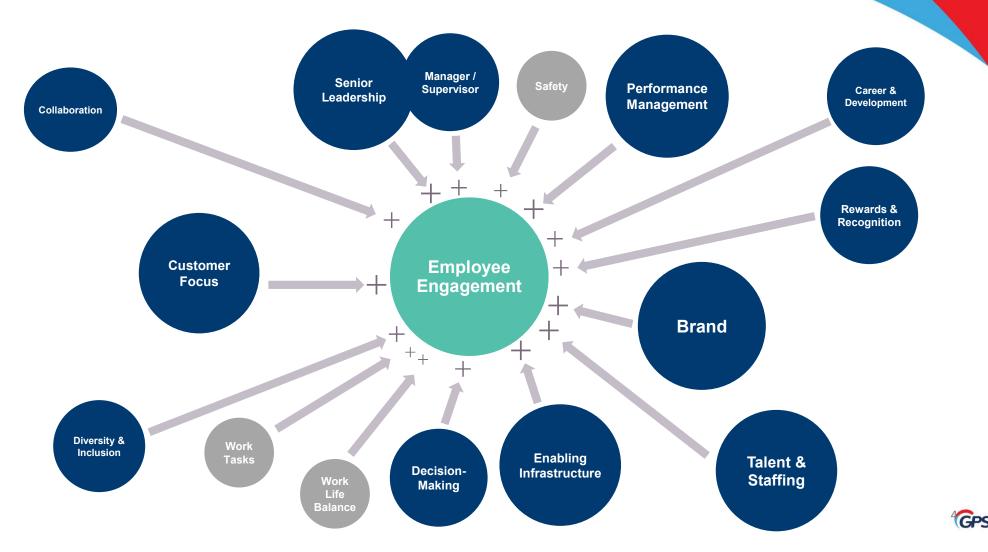




2. Details of the Dimensions



3. Employee Engagement and Engagement Drivers



4. Aspects in the Engagement Survey

Table below shows the examples of question items being asked in the engagement survey that covers employees job satisfaction, purpose, happiness, and stress.

Example Question items	Aspects
Overall satisfaction with your role and work in the company	Job Experience
My job is a good fit for my abilities and experience	Job Experience
This company inspires me to do my best work every day	Job Experience / Purpose
This company motivates me to contribute more than is normally required to complete my work	Job Experience / Purpose
I get a sense of accomplishment from my work	Job Experience / Purpose
This company's vision and mission provides meaningful direction to me	Job Experience / Purpose
Given the opportunity, I tell others great things about working here	Happiness
I would not hesitate to recommend this company to a friend seeking employment	Happiness
It would take a lot to get me to leave this company	Happiness
The balance between my work and personal commitments is right for me	Stress
My work related stress is manageable for me	Stress





