



ERC

Where Great Workplaces Start.

EMPLOYEE ENGAGEMENT SURVEYS

ENGAGEMENT SURVEYS



ERC's Employee Engagement Survey measures your employees' collective level of engagement—their commitment to, involvement with, and discretionary effort directed toward their work and your workplace. Eleven key factors, as a result of significant empirical research, have been found to drive engagement—autonomy, coworker cohesion, development & growth, job design & challenge, leadership, organizational support, performance & alignment, recognition & rewards, supervision, training, and value & innovation.

ERC uses comprehensive, well-tested, and validated survey tools, bringing special expertise in survey design, administration, analysis, and action planning to the project. As a third party administrator, we can also ensure that your employees' responses will be kept confidential and anonymous.

Our Approach



HANDS-ON SUPPORT

ERC provides a step-by-step project guide to direct you through the survey process, including instructions, communication templates, and best practices.



VALIDATED MEASURE

ERC uses a standardized instrument with both open-ended and close-ended items designed to measure employee engagement.



CUSTOMIZABLE

ERC offers multiple survey administration options, including online, paper/pencil, and kiosk, plus demographic breakout options tailored to your specific organizational needs.



COMPREHENSIVE RESULTS REPORT

ERC offers comprehensive analysis of your data including an executive summary, methodology, summary of the results, recommendations and analysis, and all quantitative and qualitative responses.



RESULTS & RECOMMENDATIONS PRESENTATION

ERC reviews the results with your project team, including the recommendations for next action steps.



The Instrument

58 Likert-type items rated on a scale of 1 (strongly disagree) to 6 (strongly agree) with no “neutral” response.

Items grouped into 12 subscales:

Leadership	Value & Innovation
Job Design & Challenge	Performance & Alignment
Training	Development & Growth
Recognition & Rewards	Organizational Support
Supervision	Autonomy
Coworker Cohesion	Employee Engagement

Two open-ended items:

- ? What do you like most about working at this organization?
- ...
- ? What do you like least about working at this organization?

Customized demographic breakouts

Multiple survey administration options

Approximately 15–20 minutes to complete



Sample Survey Items

- ? The organization’s leadership provides clear goals and direction.
- ? I am invited to share my ideas and opinions.
- ? I value the rewards given at this organization.
- ? I am provided regular feedback on my performance.
- ? My coworkers and I help each other when needed.
- ? I am held accountable for my results.
- ? The work I do is meaningful and fulfilling.
- ? The training I have received has improved my job performance.
- ? This organization continually adapts to new ways of doing things.
- ? I have opportunities for career advancement.

Administration:

Can survey one to several thousand employees
Choice of launch date and close date
Online (can be sent from ERC or the organization)
Anonymous
PC, tablet, or smart phone
Responses populate database in real time
ERC will provide communication templates

Summary Report and Debrief:

Item summary
Subscale summary
Organization-specific ‘drivers of engagement’
Open-ended summary
Customized recommendations and action items
Breakouts of all quantitative and qualitative data
Debrief meeting with project team

Why should your organization use ERC?

History, reputation, and variety of support services	Reliable, valid measures	Data is confidential and secure
Availability for client questions via phone or email	Quantitative and qualitative analysis	Quick turnaround (typically 2 to 4 weeks)



ERC helps organizations create great workplaces by providing HR Resources, Training, and Consulting services. ERC offers HR content and tools, compensation & benefit benchmarking data, experienced HR Advisors, and access to an exclusive partner network. ERC Training provides customized learning and development solutions that enhance the skills of managers, supervisors, leaders and the general workforce. ERC Consulting helps organizations attract and retain talent through assessments, coaching, and consulting services, with a specialty in compensation & benefits. ERC also sponsors the ERC Health insurance program and hosts the NorthCoast 99 program, honoring 99 great workplaces for top talent.

ERC has administered employee engagement surveys for a variety of clients:

Anitox | ARCOS | Censis | Centers for Families and Children | Cleveland Orchestra
Cohen & Company | Corporate Rewards | Faber-Castell | Heights Libraries | iAutomation
ideastream | Lincoln Electric | OEC | PharmMD | ProSites | Stark Enterprises | Tate's Bake Shop

READY TO GET STARTED? CONTACT US FOR MORE INFORMATION:

Dave Topor, Custom Research Manager | 440-947-1313 | dtopor@yourERC.com | yourERC.com