

## Employee Engagement Index (EEI) – More information:

- An index is a relative measure to enable comparison of performance across areas and/or over time
- An index can be calculated in many different ways, e.g. Body Mass Index (BMI) or Retail Price Index (RPI) using a number of indicators combined together.
- The Employee Engagement Index is **not a percentage**. It is presented as a composite score against an EEI maximum value of 100.
- The EEI is generated from 28 questions relating to staff engagement. Responses are based on a six point Likert scale where: 'Strongly Agree' = 6, 'Agree' = 5, 'Slightly Agree' = 4, 'Slightly Disagree' = 3, 'Disagree' = 2 and 'Strongly Disagree' = 1.
- The EEI is calculated via the following process:
  - Response scores are totalled from the 28 iMatter questions based on the Likert scale described above. This gives a total score ranging from 28 to 168 for each employee.
  - Using the above totals (which may be calculated at individual, team or organisation level), scores are multiplied by a factor of 0.5952 (100/168) to convert to the EEI value.
  - So the score for each individual will range from 28 to 168, but the EEI will range from 16.67 to 100.
- There is also a 29th indicator which is based on an eleven point sliding scale: Overall working within my organisation is a: 'very good experience' (10 points)...'very poor experience' (0 points).

## EEI Threshold breakdown:

67 - 100	Strive and Celebrate
51 - 66	Monitor to Further Improve
34 - 50	Improve to Monitor
0 - 33	Focus to Improve

## Worked examples:

A small team of 3 had the following scores based on their survey responses:

Team member 1 scores – 25q's @ 5 and 3q's @ 4	= 137
Team member 2 scores – 20q's @ 4 and 8q's @ 5	= 120
Team member 3 scores – 10q's @ 4, 10q's @ 3 and 8q's @ 2	= 86
Average team score - 343/3	= 114
<b>EEI – 114.33 X 0.5952</b>	<b>= 68</b>

For individual questions the average score is calculated in the same way:

The number of responses for each point on the scale from 'strongly agree' (6) to 'strongly disagree' (1) is multiplied by the value. These scores are then totalled and divided by the number of responses. For a team of 3, the scores would range from a minimum of 3 to a maximum of 18, so the scores would be multiplied by a factor of 5.5555 (100/18) to get the average index score.

The example below shows average scores of 94 and 83 for 2 questions about supporting information and resources.

For Q1 team member scores were:

$$2 @ 6 \text{ and } 1 @ 5 = 17 \text{ (x } 5.5555) = 94$$

For Q2 team member scores were:

$$1 @ 6, 1 @ 5 \text{ and } 1 @ 4 = 15 \text{ (x } 5.5555) = 83$$

The colour of the bars gives an indication of the distribution of responses based on the key below.



6	Strongly Agree
5	Agree
4	Slightly Agree
3	Slightly Disagree
2	Disagree
1	Strongly Disagree