

# **ITO EMPLOYEE WORKPLACE OPINIONS SURVEY**

**An independent global survey measuring the state of ITO employee satisfaction and engagement as well as their perception of employer performance relative to factors commonly associated with driving engagement.**



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## **ITO Employee Workplace Opinions Survey Results -- May 2005**

Dear Reader,

This report contains a summary of the results of my May 2005 ITO Employee Workplace Opinions Survey. You are free to share and quote from this report free of charge as long as you share it in its entirety and when quoting from it, refer to the report and its location on my web site.

The two opening sections of this document will provide you with background on the survey as well as a response highlights.

### **Background**

The purpose of this survey was twofold:

1. To determine the level of engagement ( a term used to indicate an individual or group of workers full- strength, enthusiastic dedication to their work) in the IT profession, and
2. To determine how these workers perceive their managers and companies to be performing relative to seven key factors that have been identified as the drivers of engagement. Specifically, these factors are:
  - A workplace that meets worker expectations at the time of being hired
  - A strong match between job requirements and worker talent
  - Adequate amounts of coaching and feedback
  - Visible opportunities for worker growth and advancement
  - Being highly valued and recognized within the organization
  - A sense of balance between work and life requirements
  - Trust and confidence in the organization and its senior leaders

The survey was distributed via the Internet through a number of channels that reach an international audience. The collective responses therefore represent a global opinion.

Responses to this anonymous survey were received via email as well as direct entry into a published survey tool. These were collected and summarized. 217 people responded to this survey.

### **Result Highlights**

A recent Herman Trend Alert ([http://www.hermangroup.com/alert/archive\\_5-25-2005.html](http://www.hermangroup.com/alert/archive_5-25-2005.html)), reported that only 17% of today's employees demonstrate the "full-strength, enthusiastic dedication to work" that is referred to as engagement. According to the results of this survey IT worker engagement is trailing behind overall worker engagement by a wide margin. Of the 28% that reported being more than just slightly satisfied, only 9% reported the level of strong satisfaction that is associated with the "full-strength, enthusiastic dedication to work," referred to as "engagement. (Close to half the respondents actually indicated that they were slightly to strongly dissatisfied).

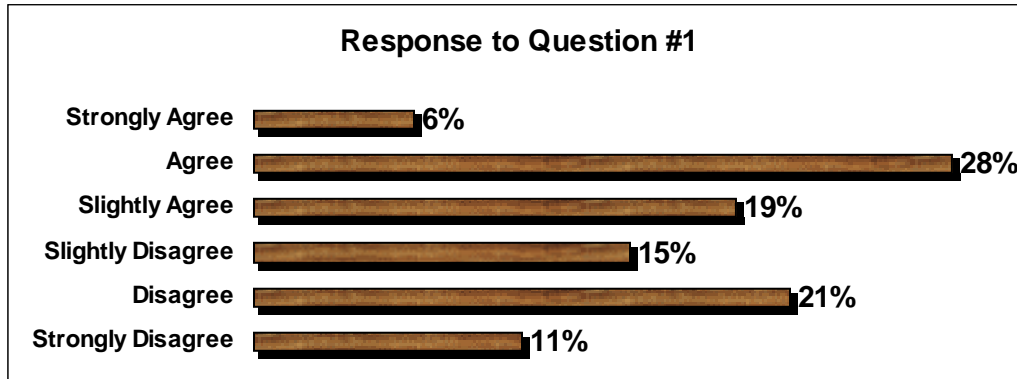
A look at how these respondents rated their management and organization on the seven key factors that drive engagement reveals the following:

- The most neglected of the key factors in generating engagement is feedback/coaching. Only 19% indicated that they received adequate coaching and feedback. Of these only 2% responded strongly
- In second place as most neglected factors are the provision of growth and advancement opportunities and work life balance
- Another factor that scored low, 25%, was confidence in senior leadership, and
- Only 34% of the respondents felt that their jobs were exactly what they expected them to be when they were hired. Of this 34%, only 6% of felt very strongly that this was the case

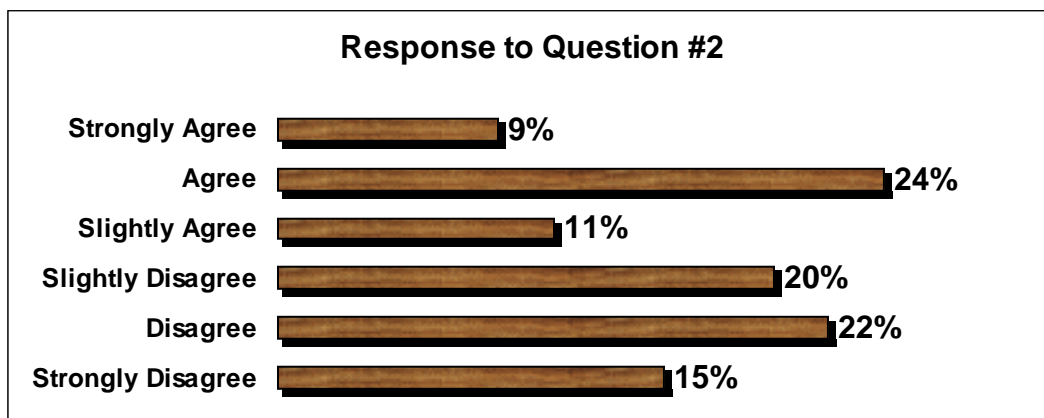
The balance of this report provides summaries of the responses for each of the nine survey questions and an overall summary.

## Summary of Responses to Specific Questions

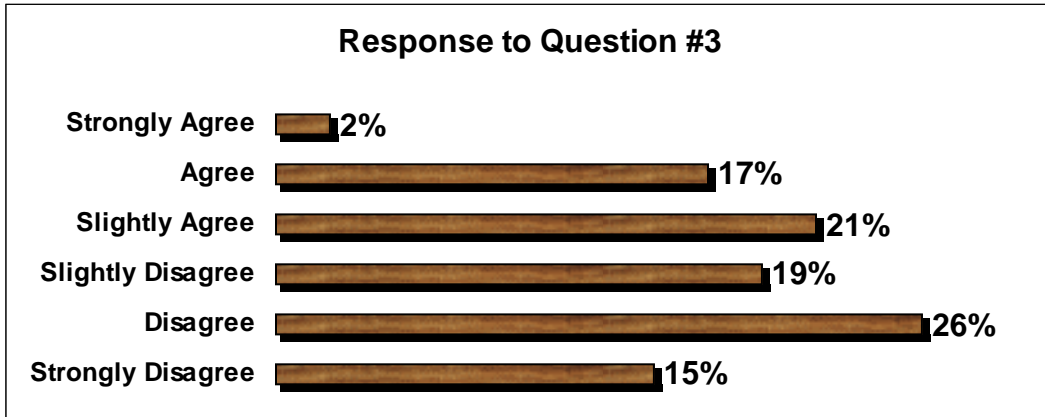
1. *My job/workplace is exactly what I expected it to be when I was hired*



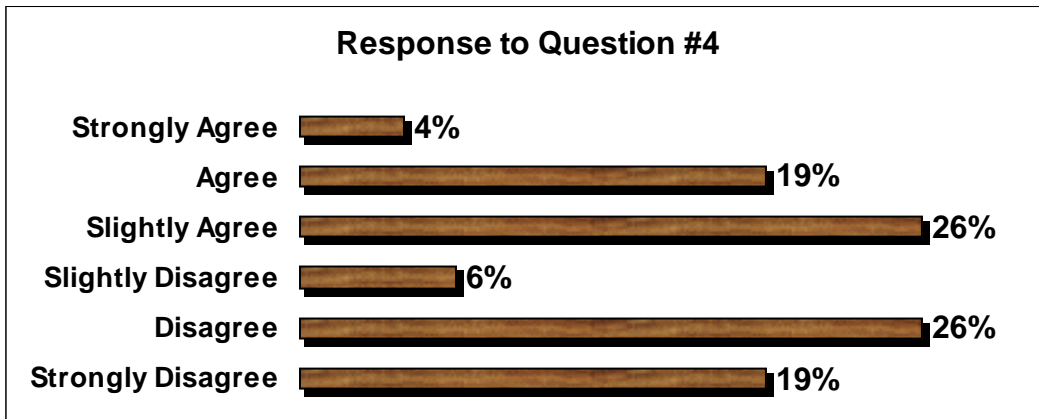
2. *My job is perfectly matched to my talents and enables me to excel and enjoy my work*



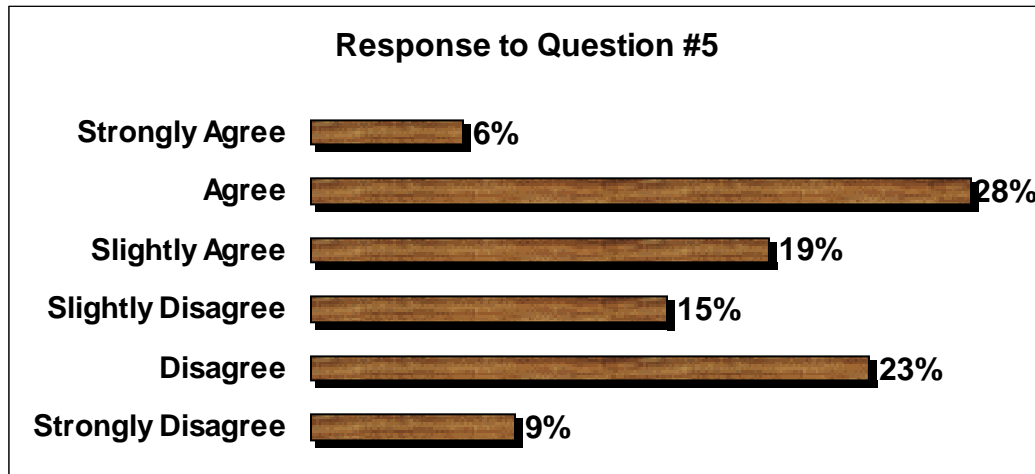
3. I get an adequate amount of coaching and feedback



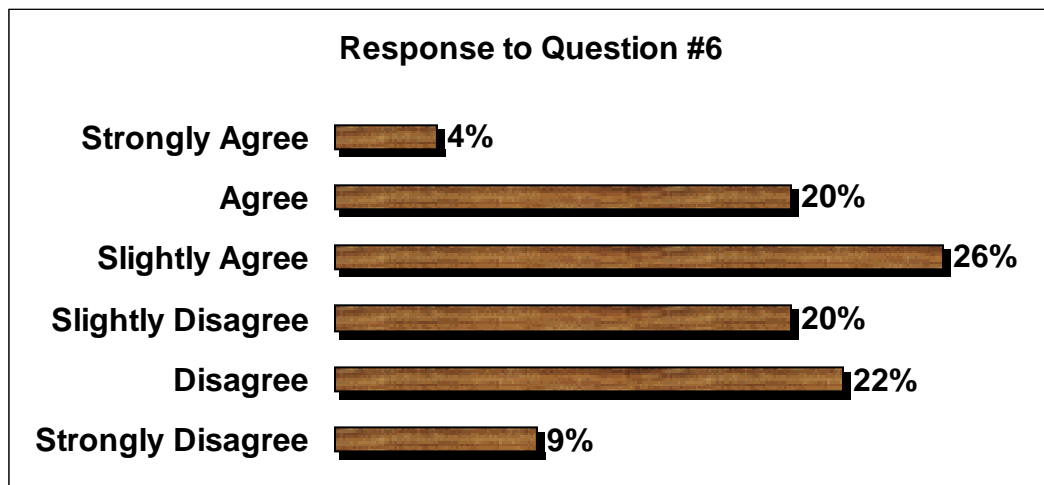
4. My workplace offers me growth and advancement opportunities



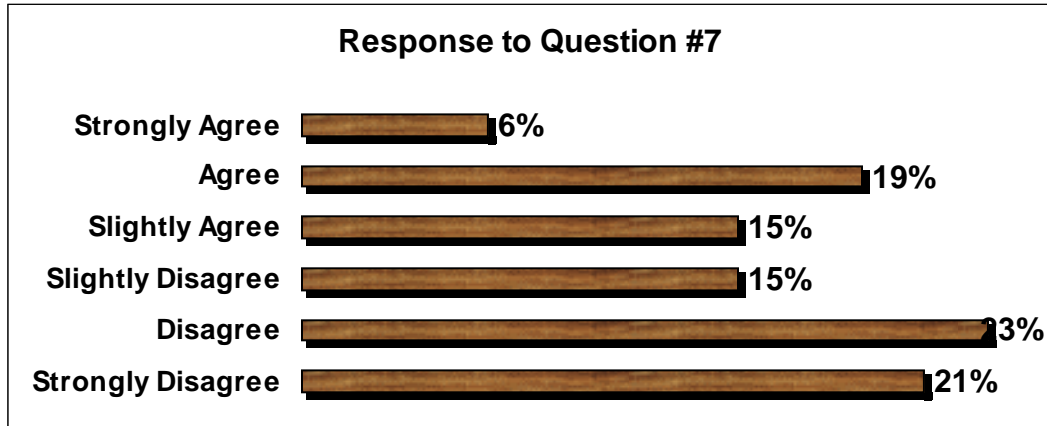
5. I feel highly valued and recognized in my workplace



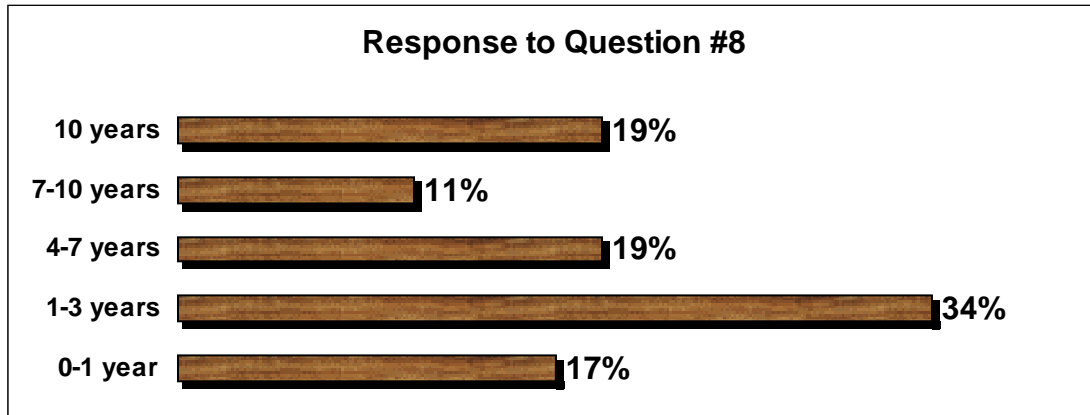
6. My workload is balanced and enables me to enjoy both my job and my personal life



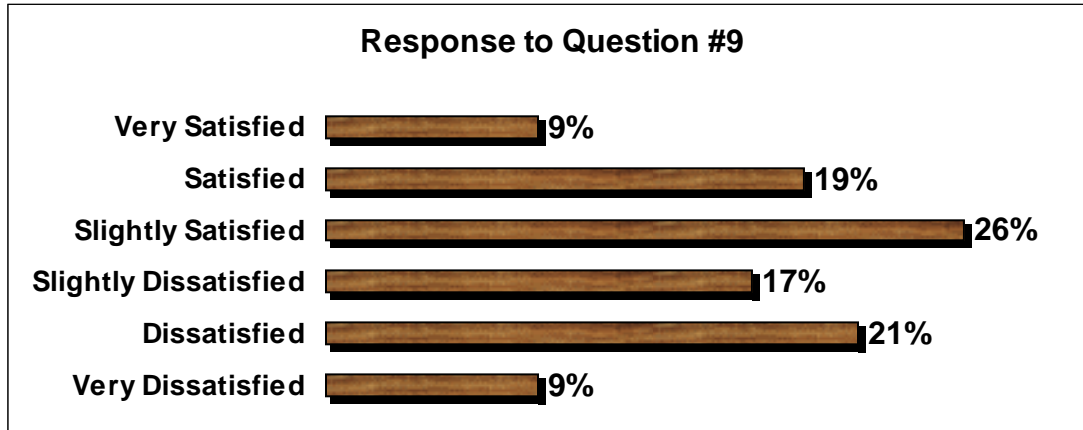
7. *I have complete trust and confidence in my senior leadership*



8. *I have been in my job*



9. I consider myself to be



Overall Survey Summary

#	Questions	Slightly to Less than Satisfied	Just Satisfied	Highly Satisfied and Engaged
1	My job/workplace is exactly what I expected it to be when I was hired	66%	28%	6%
2	My job is perfectly matched to my talents and enables me to excel and enjoy my work	67%	24%	9%
3	I get an adequate amount of coaching and feedback	81%	17%	2%
4	My workplace offers me growth and advancement opportunities	77%	19%	4%
5	I feel highly valued and recognized in my workplace	66%	28%	6%
6	My workload is balanced and enables me to enjoy both my job and my personal life	76%	20%	4%
7	I have complete trust and confidence in my senior leadership	75%	19%	6%
9	Rating of level of job satisfaction	72%	19%	9%

**Note: For advice on how to ensure the engagement of your team, go to [www.joesantana.com/Engagement.htm](http://www.joesantana.com/Engagement.htm) and purchase the ebook "Reengagement Strategies and Tactics for IT Teams."**