

A stylized world map in shades of gray is centered on a background of overlapping purple and pink geometric shapes. The map is semi-transparent and shows the outlines of continents.

McLEAN &
COMPANY

Pandemic Engagement Pulse Check

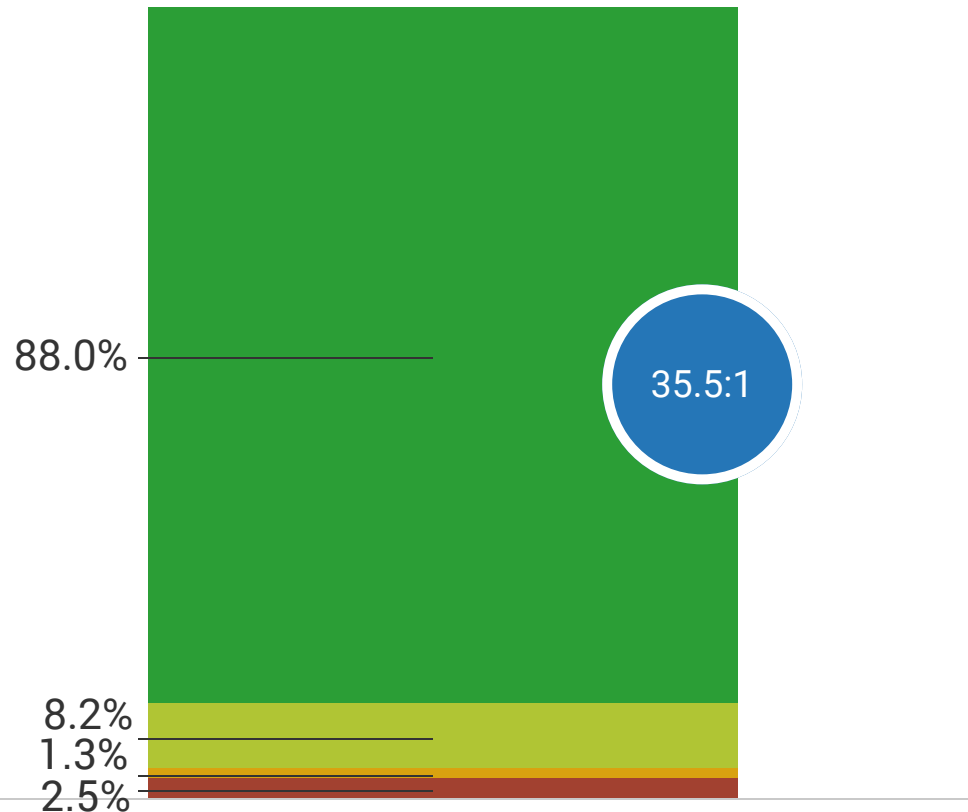
University of Tennessee

Overall Report

April 27, 2020

See the [appendix](#) in this report for more information on our engagement calculation.

Current Survey



ENGAGED

Engaged employees consistently exceed expectations. They are energized and passionate about their work, leading them to exert discretionary effort to drive organizational performance.

ALMOST ENGAGED

Almost engaged employees sometimes exceed expectations and are generally passionate about their work. At times they exert discretionary effort to help achieve organizational goals.

INDIFFERENT

Indifferent employees are satisfied, comfortable, and generally able to meet minimum expectations. They see their work as “just a job”, prioritizing their needs before organizational goals.

DISENGAGED

Disengaged employees usually fail to meet minimum expectations, putting in time rather than effort. They have little interest in their job and the organization and often display negative attitudes.



Organization's Ratio of Engaged to Disengaged

	ENGAGED	ALMOST ENGAGED	INDIFFERENT	DISENGAGED
Current Survey	88.0%	8.2%	1.3%	2.5%

Engagement Question Scores

University of Tennessee

Open Date: Apr 20, 2020

Close Date: Apr 27, 2020

of Employees

of Responses

Response Rate

664

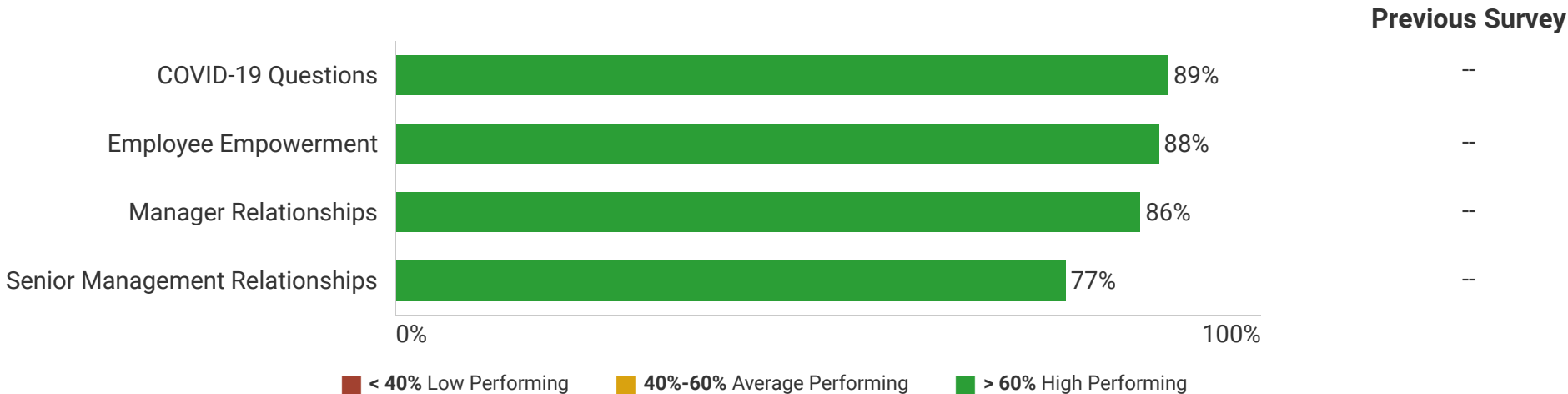
525

79%



			Previous Survey
I am very proud of the services the University of Tennessee provides.		96%	--
My contributions are important to the success of my department.		95%	--
I am very committed to the University of Tennessee.		95%	--
I am very proud of the work I do.		95%	--
Taking everything into account, I like working at UT.		94%	--
Taking everything into account, I like my job.		93%	--

■ < 40% Low Performing
 ■ 40%-60% Average Performing
 ■ > 60% High Performing



DRIVER: EMPLOYEE EMPOWERMENT

Previous Survey

I clearly understand what is expected of me on the job.

90%

--

I have all the tools I need to do a great job.

86%

--

0%

100%

< 40% Low Performing

40%-60% Average Performing

> 60% High Performing

DRIVER: **MANAGER RELATIONSHIPS**

Previous Survey

My manager cares about me as a person.

88%

--

My manager keeps me well informed about decisions that affect me.

85%

--

0%

100%

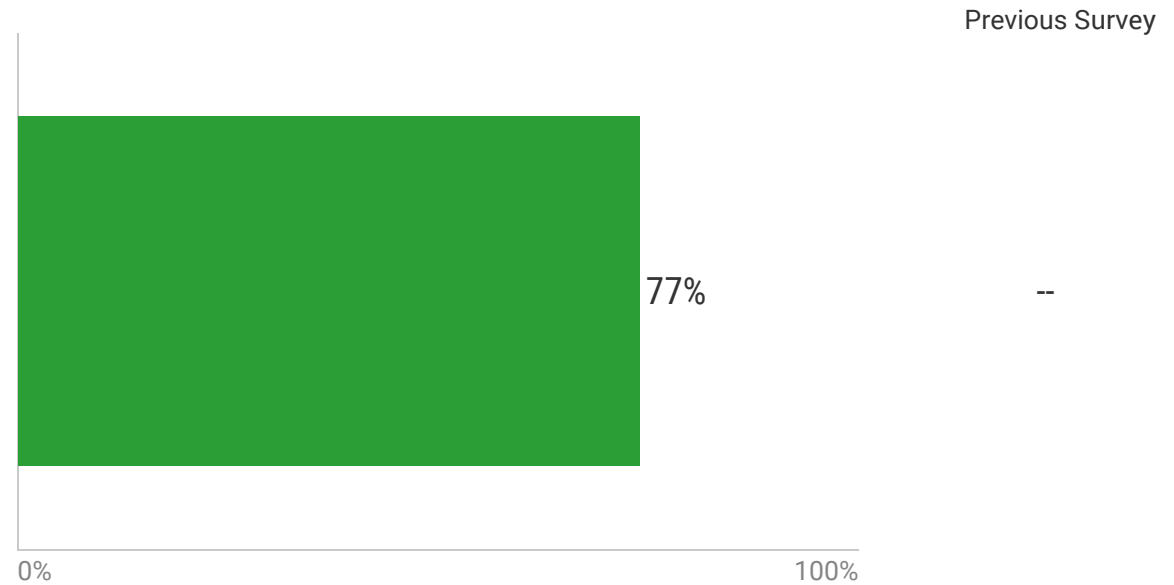
■ < 40% Low Performing

■ 40%-60% Average Performing

■ > 60% High Performing

DRIVER: SENIOR MANAGEMENT RELATIONSHIPS

I understand the rationale behind most of the business decisions made by the members of the executive leadership team.



■ < 40% Low Performing ■ 40%-60% Average Performing ■ > 60% High Performing

DRIVER: COVID-19 QUESTIONS

Previous Survey

I support the University of Tennessee's overall response to COVID-19.

94%

--

The University of Tennessee's actions support the health and wellbeing of its employees.

90%

--

I receive regular, meaningful communication about how COVID-19 impacts my work.

84%

--

0%

100%

< 40% Low Performing

40%-60% Average Performing

> 60% High Performing

Interpreting the Results

Engagement Calculation

The survey questions were developed by subject matter experts. The reliability of the overall engagement score was calculated using Cronbach's alpha. The reliability for engagement was found to be $\alpha = 0.92$. Engagement is calculated by averaging the responses to the engagement measure questions, for each employee. Average scores correlate to our four levels of engagement.

Average scores between 5.01 – 6.00 = **Engaged**

Average scores between 4.01 – 4.50 = **Indifferent**

Average scores between 4.51 – 5.00 = **Almost engaged**

Average scores less than 4.00 = **Disengaged**

Driver Calculation

McLean & Company uses a standardized 6-point scale for data collection. Respondents are asked to indicate the extent to which they agree with each statement by choosing a number between 1 and 6 on the scale. We display the results as a top box score, or the percentage of respondents who chose 5 or 6 (agree or strongly agree).

