GALLUP CLIENT PLATFORM

Q¹² REPORTING
# Table of Contents

My Data........................................................................................................... 4
Reports................................................................................................................ 4
Q12 Reporting ..................................................................................................... 5
  Reporting Group ............................................................................................. 6
  Export To PDF ................................................................................................. 6
Survey .................................................................................................................. 7
Indices.................................................................................................................. 8
Engagement Hierarchy ....................................................................................... 9
Engagement Index ............................................................................................. 10
Heatmap ............................................................................................................. 11
Column Customization ..................................................................................... 12
  Available Columns .......................................................................................... 12
  Additional Information ..................................................................................... 13
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MY DATA

The homepage of the Gallup Client Portal features the My Data widget, which displays a summary of your survey data.

Click the name of a business unit to view the unit’s detailed survey reporting data. You can also click the View All button on the upper-right corner of the widget to view the Reports page, which lists all survey data available to you.

REPORTS

The Reports page lists all survey data reports available to you. Reports with a status of In Progress indicate that their surveys are still open. For reports with a status of Ready To View, click the report’s row to view the report. If necessary, you can use the Teams drop-down list or the search field to locate a specific report.
The Q12 Reporting product provides detailed information about a business unit’s employee engagement data for the selected reporting period. It allows you to conduct an in-depth review of the survey data and generate PDF reports.

This product offers multiple ways for you to visualize and analyze your organization’s employee engagement survey results. It consists of the following tabs:

- Survey (page 7)
- Indices (page 8)
- Engagement Hierarchy (page 9)
- Engagement Index (page 10)
- Heatmap (page 11)
The tabs of the Q12 Reporting product display data for the selected reporting group. Use the Reporting Group drop-down list on the left side of the page to view a specific reporting group’s data. For example, if your survey data includes multiple reporting groups that correspond to your organization’s multiple locations, you can view a specific location’s data by selecting its reporting group.

To generate a PDF version of your report, click Export To PDF on the right side of the page. This will display the Export PDF window, allowing you to choose which PDF version you want to generate.
The Survey tab offers a collective view of all the questions included on the survey. The information on this tab provides a convenient way of viewing overall engagement data and data for individual questions.

On the left side of the tab, you can select which question data to view:

- **Q12 Questions**: View data for all of the Q12 items and the Overall Satisfaction item.
- **Custom Questions**: View data for any custom questions included on the survey.
- **All Questions**: View data for all survey questions (i.e., Q12 items and custom questions).

NOTE: To learn more about a particular question, click the information symbol to the right of the question. This will display a tooltip with the question’s full text and a link to additional resources related to the question.

The upper portion of the Survey tab displays Grand Mean data for the survey, including total respondents, Q12 mean, Q12 mean change from the previous survey (if available), mean percentile rank and the percentages of engaged, not engaged and actively disengaged respondents. You can also position your mouse pointer over the Q12 mean value to view the quartile and 90th percentile values in Gallup’s overall database.

The remainder of the Survey tab consists of employee engagement data for each of the questions that appear on the survey. You can choose which data appear here by clicking the more options button on the right side of the column headings. See the “Column Customization” section on page 12 for more information.
The **Indices** tab lists available indices and their respective scores. Each index displays the questions that comprise it and the data for each question. You can choose which data appear here by clicking the more options button on the right side of the column headings. See the “Column Customization” section on page 12 for more information.

![Indices tab](image-url)
ENGAGEMENT HIERARCHY

The Engagement Hierarchy tab displays information pertaining to the Gallup Engagement Hierarchy. This hierarchy represents the stages an employee goes through on the path to complete engagement and allows you to easily see where a business unit’s strengths and weaknesses lie in regards to employee engagement.

Each hierarchy level displays the Q12 items that comprise it and the data for each item. You can choose which data appear here by clicking the more options button on the right side of the column headings. See the “Column Customization” section on page 12 for more information.
ENGAGEMENT INDEX

The Engagement Index tab indicates the percentage of survey respondents who are engaged, not engaged and actively disengaged:

**Engaged**  
Employees are highly involved in and enthusiastic about their work and workplace. They are psychological “owners,” drive performance and innovation, and move the organization forward.

**Not Engaged**  
Employees are psychologically unattached to their work and company. Because their engagement needs are not being fully met, they’re putting time — but not energy or passion — into their work.

**Actively Disengaged**  
Employees aren’t just unhappy at work — they are resentful that their needs aren’t being met and are acting out their unhappiness. Every day, these workers potentially undermine what their engaged coworkers accomplish.

If past data are available, this tab also displays the engagement percentages for the previous survey, allowing you to compare your progress.

In addition, this tab displays the engagement ratio for the survey. This ratio of engaged respondents to actively disengaged respondents helps you quickly understand the engagement status of the survey respondents.
HEATMAP

The Heatmap tab displays employee engagement data via cross tabulation reporting, allowing you to visualize and quickly interpret the data. The colors of the heatmap correspond to the quartile and 90th percentile values in Gallup’s overall database.

Use the following options at the top of the page to customize the data that appear on this tab:

- **Variables**: Select which reporting group data to display. Each reporting group variable appears as a separate row on the heatmap.

- **Questions**: Select which Q12 items to display. Each item appears as a separate column on the heatmap.

  NOTE: You can click an item’s information symbol to display a tooltip with the item’s full text and its specific quartile and 90th percentile values in Gallup’s overall database.

- **Metric**: Select which data values to display: Current Mean or Current Topbox.
COLUMN CUSTOMIZATION

To customize which data appear on the Q12 Reporting product’s tabs, click the more options button on the right side of the column headings. This will display the Edit Columns window.

The left area lists the data columns available for you to view. The right area lists the data columns that will appear on each tab. The top-to-bottom order of the data columns in the right area reflects their left-to-right order on each tab.

- To add a data column, select it in the left area, and then click the add button.
- To remove a data column, select it in the right area, and then click the remove button.
- To change the order of a data column, select the column in the right area, and then use the up button and down button to reposition the column.

AVAILABLE COLUMNS

The following data columns are available on the Q12 Reporting product’s tabs:

- **Total N**  
  The number of respondents.
- **Current Mean**  
  The average response, on a 5-point scale.
- **Last Mean**  
  The average response, on a 5-point scale, from the previous survey.
- **Current Top Box**  
  The percentage of “5” (Strongly Agree/Extremely Satisfied) responses.
<table>
<thead>
<tr>
<th>Last Top Box</th>
<th>The percentage of “5” (Strongly Agree/Extremely Satisfied) responses from the previous survey.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gallup Overall Mean $n$</td>
<td>The average response, on a 5-point scale, in Gallup’s overall database for the $n$th percentile.</td>
</tr>
<tr>
<td>Gallup Overall Top Box $n$</td>
<td>The percentage of “5” (Strongly Agree/Extremely Satisfied) responses in Gallup’s overall database for the $n$th percentile.</td>
</tr>
<tr>
<td>Frequency Distribution</td>
<td>The breakdown of percentages for each response.</td>
</tr>
<tr>
<td>Change</td>
<td>The difference in mean values between survey periods. The following symbols appear in this column:</td>
</tr>
<tr>
<td>▲</td>
<td>For less than 1,000 respondents, the current mean is 0.2 or more greater than the last mean. For 1,000 respondents or more, the current mean is 0.1 or more greater than the last mean.</td>
</tr>
<tr>
<td>▼</td>
<td>For less than 1,000 respondents, the current mean is 0.2 or more less than the last mean. For 1,000 respondents or more, the current mean is 0.1 or more less than the last mean.</td>
</tr>
<tr>
<td>Mean Percentile Rank</td>
<td>The percentile rank in Gallup’s overall database of the current mean.</td>
</tr>
<tr>
<td>Top Box Percentile Rank</td>
<td>The percentile rank in Gallup’s overall database of the current top box value.</td>
</tr>
</tbody>
</table>

NOTE: You may not have access to all available columns. Access is dependent on the role, permission and business unit relationships your organization has assigned to you.

ADDITIONAL INFORMATION

- If there was no previous survey, NA appears for columns that require previous survey data.
- The color of the Current Mean, Mean Percentile Rank and Top Box Percentile Rank values corresponds to percentile ranges in Gallup’s overall database:
  - ▶ The value is greater than or equal to the 90th percentile.
  - ▲ The value is within the 75th to 89th percentile.
  - ▫ The value is within the 50th to 74th percentile.
  - □ The value is within the 25th to 49th percentile.
  - ▯ The value is less than the 25th percentile.