

Gallup's Q¹²

Q¹² is a 12-question survey devised by the Gallup organisation to measure employee engagement, linked to retention, productivity, profitability and customer engagement. The survey is based on extensive research to identify the key employee expectations with the strongest impact on people's feelings of engagement with their work.

The 12 questions are re-produced below. On the scale of 1-5, 1 is the strongest negative response, and 5 the strongest positive response.

Do you know what is expected of you at work?	1 2 3 4 5	
Do you have the materials and equipment you need to do your work effectively?	1 2 3 4 5	
At work, do you have the opportunity to do what you do best every day?	1 2 3 4 5	
In the last seven days, have you received recognition or praise for doing good work?	1 2 3 4 5	
Does your supervisor, or someone at work, seem to care about you as a person?	1 2 3 4 5	
Is there someone at work who encourages your development?	1 2 3 4 5	
At work, do your opinions seem to count?	1 2 3 4 5	
Does the mission/purpose of your organisation make you feel your job is important?	1 2 3 4 5	
Are your colleagues committed to doing quality work?	1 2 3 4 5	
Do you have a best friend at work?	1 2 3 4 5	
In the last six months, has someone at work talked to you about your progress?	1 2 3 4 5	
In the last year, have you had opportunities at work to learn and grow?	1 2 3 4 5	