GALLUP®

GALLUP ONLINE

Q12® Dynamic Reporting

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Overview

Gallup's employee engagement program offers integrated solutions that improve workgroup and organizational performance. These solutions include research-based measurement, coursework, and strategic advisory services.

Gallup's rigorous research has identified 12 specific questions that measure employee engagement and link to relevant business outcomes, including retention, productivity, profitability, customer engagement, and safety. These 12 questions, known as the Q^{12}, measure dimensions that leaders, managers, and employees can influence.
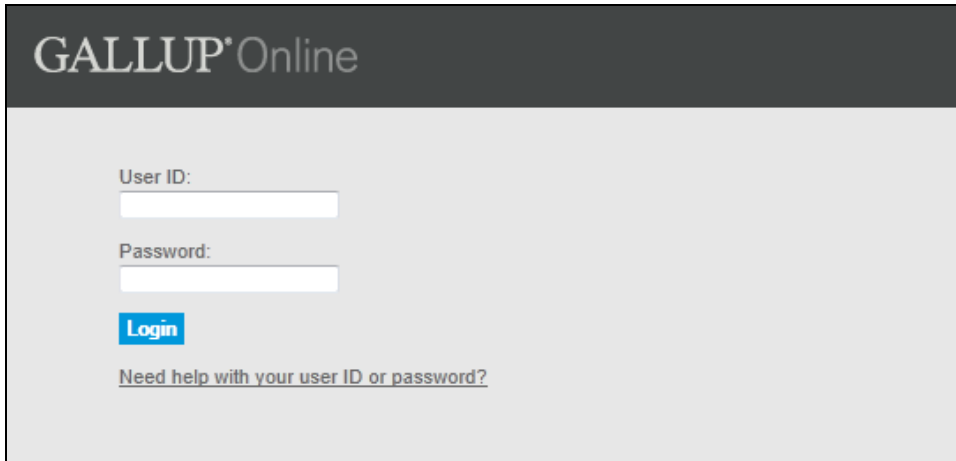
Organizations using Gallup Q^{12} programs improve productivity levels, develop higher levels of customer engagement, increase retention of their best employees, and improve profitability while reducing on-the-job accident rates, absenteeism, and theft.

Disclaimer

Access to certain information, functions, and features of Gallup Online are dependent on the role, permission, and business unit relationships your organization assigns to you on Gallup Online. As a result, you may not have access to all items discussed in this document.

How to Log In to Gallup Online

1. From your Web browser, navigate to the Gallup Online website.

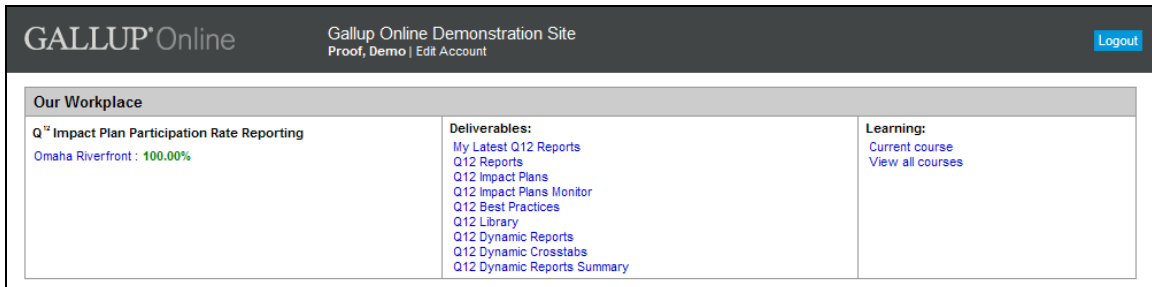2. On the **Login** page, type your Gallup Online user ID in the **User ID** field.

Login page

3. Type your Gallup Online password in the **Password** field. The **Password** field is case-sensitive.

   NOTE: If you do not have a password or you have forgotten it, click **Need help with your user ID or password?** and follow the instructions on the site to create your password or reset an existing one.

4. Click **Login** to display the Gallup Online home page. This is known as the **My Gallup** page.

My Gallup page

Q¹² Dynamic Reports Summary

The **Q¹² Dynamic Reports Summary** product provides an overview of employee engagement data and reports for the most recent reporting period. It allows you to quickly analyze your business units' most critical employee engagement data and access your dynamic reports and PDF reports.

Q¹² Dynamic Reports Summary page

The **Q¹² Dynamic Reports Summary** consists of a single page for the most recent reporting period. If multiple report tracks exist for the reporting period, each track's data appear on a separate tab (**Standard Reporting** and **Special Teams** in the screenshot above). Each tab consists of two areas:

My Home Business Units	Business units that your organization has assigned to you as your primary business units.
My Selected Units	Business units that you have chosen to view.

NOTE: To edit your list of selected business units, click the **Choose Units** link that appears next to **My Selected Units**. See page 5 for more information.

Accessing Q¹² Dynamic Reports Summary

Depending on your current location on Gallup Online, you can access the **Q¹² Dynamic Reports Summary** product in two ways:

- From the **My Gallup** page, click **Q¹² Dynamic Reports Summary** in the **Our Workplace** area.
- From an employee engagement product page, select **Q¹² Dynamic Reports Summary** from the **Jump To** drop-down field.

Business Unit Data and Report Options

The following links appear for each business unit on the **Q¹² Dynamic Reports Summary** page:

DIRECT — Click to display the unit's direct data, representing responses of individuals who report directly to the business unit.

ROLLUP — Click to display the unit's rollup data, representing responses of individuals who report directly and indirectly to the business unit.

NOTE: This link is unavailable when rollup data are not present.

Dynamic — Click to display the unit's data on the **Q¹² Dynamic Reports** product.

Static — Click to display the Static Reports window, which lists PDF reports that are available for download. Click **GET REPORT** in this window to download a PDF report.
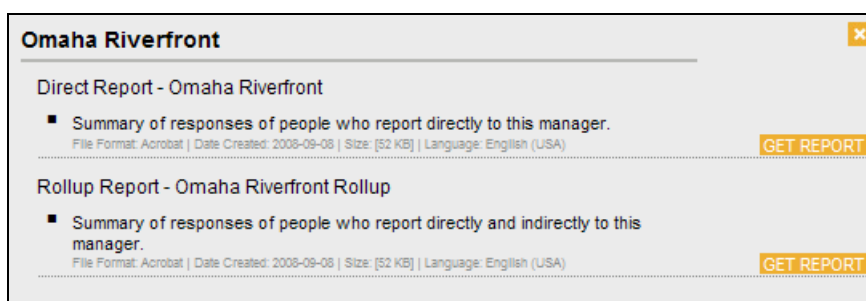
Static Reports window

NOTE: Click the X symbol ⊠ in the upper-right corner of the Static Reports window to return to the **Q¹² Dynamic Reports Summary** page.

Employee Engagement Data

The following employee engagement data appear for each business unit on the **Q¹² Dynamic Reports Summary** page:
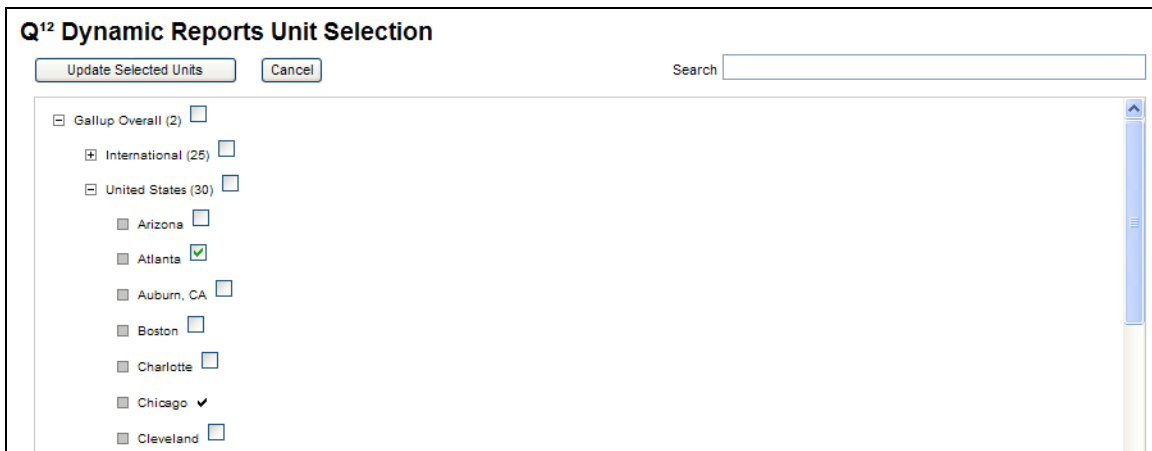
n — The total number of people who responded to the employee engagement survey.

Overall Satisfaction — Answers the question, "How satisfied are you with your company as a place to work?"

GrandMean — The average response, on a 5-point scale, across all Q¹² items.

Strengths — The highest scoring Q¹² item or two highest scoring Q¹² items (depending on your organization's Gallup Online configuration) relative to the Q¹² global database.

Opportunities The lowest scoring Q^{12} item or two lowest scoring Q^{12} items (depending on your organization's Gallup Online configuration) relative to the Q^{12} global database.

NOTE: The following message appears if no data exist for a business unit, or if you do not have permission to view data for a business unit: "The data were not found. You may not have permission to access these particular data, or the data were suppressed to ensure respondent confidentiality. If you believe you received this message in error, please contact help@gallupuniversity.com."

Q^{12} Dynamic Reports Summary Unit Selection

The **Q^{12} Dynamic Reports Summary Unit Selection** page allows you to choose which business units appear in the **My Selected Units** area. To display this page, click the **Choose Units** link on the **Q^{12} Dynamic Reports Summary** page.

Q^{12} Dynamic Reports Summary Unit Selection page

To edit your selected business units:

1. Select the check box of a business unit you want to add, and clear the check box of a business unit you want to remove.

2. Click **Update Selected Units** to save your changes and return to the **Q^{12} Dynamic Reports Summary** page, or click **Cancel** to discard your changes and return to the **Q^{12} Dynamic Reports Summary** page.

A plus sign symbol ⊞ to the left of a business unit indicates the presence of additional business units below it. Click the ⊞ symbol to expand the list of business units. Alternatively, click the minus sign symbol ⊟ to collapse the list of business units.

NOTE: The number in parentheses to the right of a business unit indicates the number of business units below it.

NOTE: A check mark symbol ✔ to the right of a business unit indicates that it is a home business unit.

Q¹² Dynamic Reports

The **Q¹² Dynamic Reports** product offers multiple ways for you to visualize and analyze your organization's employee engagement survey results.

Q¹² Dynamic Reports page

To better gauge levels of improvement, you can see how your scores compare with those in the Gallup database, or how they compare with those from your organization's previous Q¹² survey.

The **Q¹² Dynamic Reports** page is organized into the following tabs:
- Overview (page 11)
- Engagement Hierarchy (page 14)
- Breakdown (page 15)
- Indices (page 16)
- Graph Creation (page 17)

These tabs display information based on the selected reporting period and the current business unit. You can select a different reporting period from the **Report Period** or **Report Track** drop-down fields in the **Report Options** area. You can also select a different business unit via the Business Unit Navigation tool. See the "Business Unit Navigation" section on page 35 for more information.

NOTE: Positioning your mouse pointer over a column heading, Q¹² item, or other element on each tab displays a ToolTip with a description of the element. For example, position your pointer over a Q¹² item link to display the full Q¹² question. As another example, position your pointer over the phrase "Current Top Box" to display its definition.

Currently at and Report Level fields

The upper-left side of the page displays the **Currently at** and **Report Level** fields. The **Currently at** field indicates the current business unit (selected via the Business Navigation Tool). The **Report Level** field indicates the type of report data that appears on each tab:

Direct   The data include the responses of people who report directly to the current business unit.

Rollup   The data include the responses of people who report directly and indirectly to the current business unit.

The **Report Level** field also displays a link when direct and rollup report data are available. Click the link to view the corresponding report data.

NOTE: The **Report Level** field has no effect on the **Graph Creation** tab.

Accessing Q¹² Dynamic Reports

Depending on your current location on Gallup Online, you can access the **Q¹² Dynamic Reports** product in two ways:
- From the **My Gallup** page, click **Q¹² Dynamic Reports** in the **Our Workplace** area.
- From an employee engagement product page, select **Q¹² Dynamic Reports** from the **Jump To** drop-down field.

Printing and Saving Reports

On the right side of the page is the **Print/Save PDF version** link.

Print/Save PDF version link

Click the **Print/Save PDF version** link to generate a PDF report that includes information from all of the **Q¹² Dynamic Reports** tabs.

PDF report, Overview page

PDF report, Graph Creation page

Column Customization

The **Overview**, **Engagement Hierarchy**, and **Breakdown** tabs allow you to customize which columns appear on each tab. On the upper-right corner of each tab, click the **Change Columns on This Tab** button to display the **Column Layout Editor** area.
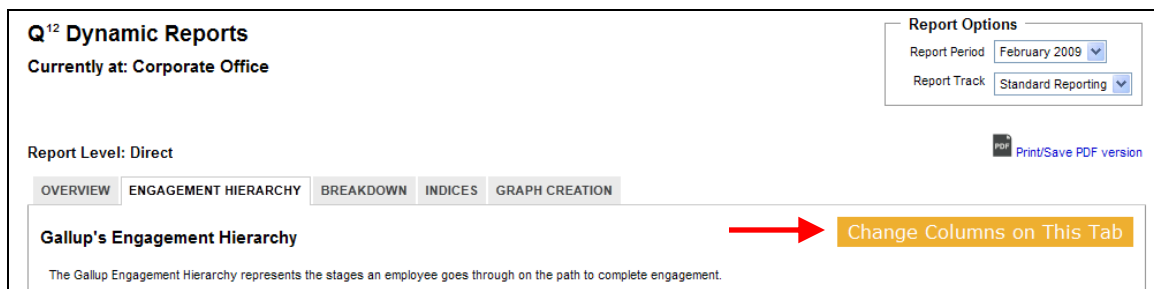
Change Columns on This Tab button

The **Column Layout Editor** area features the following two rows:

Available Columns	Lists all columns that are not in use that you can add to the current column layout.
Current Column Layout	Lists the columns as they will appear on the tab.
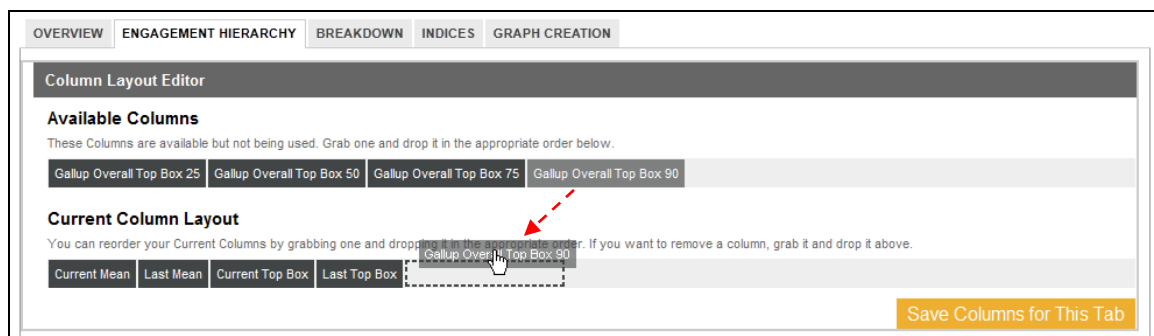
Column Layout Editor area

Drag columns from one row and drop them in another to add or remove columns. Use the same drag-and-drop technique to change the order of the columns in the **Current Column Layout** row. Click **Save Columns for This Tab** to apply the changes and close the **Column Layout Editor** area.

Available Columns
Choose from the following columns in the **Column Layout Editor**:

Total N *	The total number of people who responded to the Q¹² item.
Current Mean	The average response, on a 5-point scale, for the Q¹² item on the most recent Q¹² survey.
Last Mean **	The average response, on a 5-point scale, for the Q¹² item on the previous Q¹² survey.

Current Top Box	The percentage of "5" (Strongly Agree/Extremely Satisfied) responses for the most recent Q^{12} survey.
Last Top Box **	The percentage of "5" (Strongly Agree/Extremely Satisfied) responses for the previous Q^{12} survey.
Gallup Overall Mean n	The average response, on a 5-point scale, in Gallup's overall database for the nth percentile.
Gallup Overall Top Box n	The percentage of "5" (Strongly Agree/Extremely Satisfied) responses in Gallup's overall database for the nth percentile.
Frequency Distribution *	A visual scale with color-coded response distributions. Click a frequency distribution bar to display a pop-up window with detailed information about the response distribution.

Frequency Distribution: Q04

Total n = 109

n:	13	14	17	23	42
%:	12%	13%	16%	21%	39%
	1	2	3	4	5

Frequency Distribution pop-up window
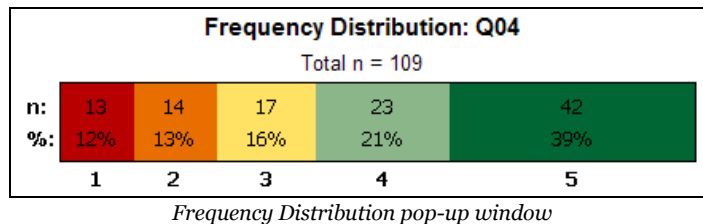
Meaningful Change **	Whether Q^{12} mean data have increased, decreased, or remained the same between survey periods (i.e., current mean and last mean). The following symbols appear in this column:
⬆	For N less than 1,000, the current mean is 0.2 or more greater than the last mean. For N equal to or greater than 1,000, the current mean is 0.1 or more greater than the last mean.
⬇	For N less than 1,000, the current mean is 0.2 or more less than the last mean. For N equal to or greater than 1,000, the current mean is 0.1 or more less than the last mean.
～	For N less than 1,000, the difference between the current mean and the last mean is less than 0.2. For N equal to or greater than 1,000, the difference between the current mean and the last mean is less than 0.1.
Mean Percentile Rank *	The percentile rank in Gallup's overall database of the Q^{12} item's mean score.
Top Box Percentile Rank *	The percentile rank in Gallup's overall database of the Q^{12} item's top box score.

* This column is not available on all tabs.
*** **NA** appears if there was no previous Q^{12} survey.*

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Sort Order

Click the column heading you want to sort to change how the information on a tab is sorted. The following sort symbols next to or below a column heading indicate how the information is sorted, as well as a column's current sort status:

▲ The information is currently sorted in ascending order based on the data in this column. Click this column heading to reverse the sorting so that it is in descending order.

▼ The information is currently sorted in descending order based on the data in this column. Click this column heading to reverse the sorting so that it is in ascending order.

△ The information is not currently sorted based on the data in this column. Click this column heading to sort the information based on the data in this column.

NOTE: A column heading without a sort symbol indicates that you cannot sort that column.

Overview Tab

The **Overview** tab provides a summary of the employee engagement data. Click a Q^{12} item link to open a PDF file describing the Q^{12} item in detail. Click the video camera icon 📹 next to a Q^{12} item to launch a video about that particular Q^{12} item. The **Overview** tab consists of the following sections:

Overview tab

Summary

This section of the **Overview** tab displays a statistical summary of the employee engagement data. The following items comprise this section:

GrandMean — The average response, on a 5-point scale, across all Q^{12} items.

Overall Satisfaction — Answers the question, "How satisfied are you with your company as a place to work?"

Total n	The total number of people who responded to the employee engagement survey for the selected business unit.

This section also features the **Mean Percentile Rank** column, which indicates the percentile rank in Gallup's overall database of the particular mean score (e.g., Grand Mean or Overall Satisfaction).

Engagement Index
This section of the **Overview** tab displays the engagement breakdown of the employee engagement data. The following items comprise this section:

Engaged	The percentage of respondents who are engaged with their work. These individuals work with passion and feel a profound connection to the organization.
Not Engaged	The percentage of respondents who are not engaged with their work. These individuals are essentially going through the motions. They're putting time – not energy or passion – into their work.
Actively Disengaged	The percentage of respondents who are actively disengaged with their work. These individuals are unhappy with their work, and persistently undermine what their engaged coworkers accomplish.
Ratio of Engaged to Actively Disengaged	The ratio of engaged respondents to actively disengaged respondents. The higher the ratio, the better. For comparison, organizations with world-class employee engagement as recognized by Gallup have an average engagement ratio of 9.00 (i.e., nine engaged workers for every actively disengaged worker).

NOTE: This section does not appear for business units with a **Total n** of less than 30. For business units with a **Total n** of less than 100, only the **Engaged** item appears in this section.

Strengths and Opportunities
This section of the **Overview** tab displays the best- and worst-performing Q^{12} items for the current business unit. This section is divided into two areas:

Strengths	The highest scoring Q^{12} item or two highest scoring Q^{12} items (depending on your organization's Gallup Online configuration) relative to the Q^{12} global database.
	Strengths appear in green on the right side of the **Overview** tab.

Opportunities	The lowest scoring Q^{12} item or two lowest scoring Q^{12} items (depending on your organization's Gallup Online configuration) relative to the Q^{12} global database.
	Opportunities appear in red on the right side of the **Overview** tab.

This section also displays the following scores for each Q^{12} item:

Current Top Box	The percentage of "5" (Strongly Agree/Extremely Satisfied) responses for the most recent Q^{12} survey.
Last Top Box	The percentage of "5" (Strongly Agree/Extremely Satisfied) responses for the previous Q^{12} survey.

Q^{12} Items
This section of the **Overview** tab features information for all Q^{12} items as well as the Overall Satisfaction item for the selected reporting period. You can choose which data appear here by using the column customization features of this tab. See the "Column Customization" section on page 9 for more information on how to choose which columns appear here and the data each column displays.

Engagement Hierarchy Tab

The **Engagement Hierarchy** tab contains information pertaining to the Gallup Engagement Hierarchy. This hierarchy represents the stages an employee goes through on the path to complete engagement.

Engagement Hierarchy tab

The Q[12] items are grouped together within each highlighted level of the Gallup Engagement Hierarchy. This allows you to see where your organization's strengths and weaknesses lie in regards to employee engagement.

You can choose which data appear here by using the column customization features of this tab. See the "Column Customization" section on page 9 for more information on how to choose which columns appear here and the data each column displays.

Breakdown Tab

The **Breakdown** tab offers a collective view of all of the Q^{12} items as well as the Overall Satisfaction item. The information on this tab provides a convenient means of comparing current Q^{12} survey results to previous Q^{12} survey results. Click a Q^{12} item link to open a PDF file describing the Q^{12} item in detail.

Items ▼	Total N △	Current Top Box △	Last Top Box △	Frequency Distribution	Gallup Overall Top Box 25 △	Gallup Overall Top Box 50 △
Q12. Learn and Grow	605	59	58		25	40
Q11. Progress	605	65	63		25	43
Q10. Best Friend	590	47	46		20	33
Q09. Committed To Quality	608	51	48		20	33
Q08. Mission/Purpose	602	46	42		18	33
Q07. Opinions Count	608	39	39		13	25
Q06. Development	609	47	46		19	33
Q05. Cares About Me	608	60	56		29	45
Q04. Recognition	602	49	42		17	33
Q03. Opportunity To Do Best	611	39	40		18	33
Q02. Materials and Equipment	611	55	53		18	33
Q01. Know What's Expected	611	61	58		38	57
Q00. Overall Satisfaction	592	46	41		10	25

Breakdown tab

You can choose which data appear here by using the column customization features of this tab. See the "Column Customization" section on page 9 for more information on how to choose which columns appear here and the data each column displays.

Custom Questions

If the survey included any custom questions, a **Custom Questions** link appears at the top of the **Breakdown** tab. Click this link to display survey results for these custom items.

Items △	Total N △	Current Top Box △	Last Top Box △	Frequency Distribution	Gallup Overall Top Box 25 △	Gallup Overall Top Box 50 △
General						
G1. Received Feedback On Previous Survey	1505	48	41		NA	NA
G2. Participated in Effective Action Planning Session	1505	47	44		NA	NA
Action Planning Effect						
AP1. Progress On Goals	1505	70	68		NA	NA
AP2. Work Team Used Our Previous Scorecard Results In A Positive Way	1505	70	70		NA	NA

Custom questions, Breakdown tab

Also, your organization may have custom items grouped into separate categories. These categories help you better understand the relationships and effects of the items.

NOTE: A category is not exclusive to a single index (i.e., a category may include items from multiple indices).

Indices Tab

The **Indices** tab lists available indices and their respective scores. Click the name of an index to view the statements that make up the index, as well as detailed score information for each statement.

OVERVIEW	ENGAGEMENT HIERARCHY	BREAKDOWN	INDICES	GRAPH CREATION			

Indices

Change Columns on This Tab

Indices △	Current Mean △	Last Mean △	Meaningful Change △	Current Top Box △	Gallup Overall Top Box 50 △	Gallup Overall Top Box 75 △	Gallup Overall Top Box 90 △
Accountability	4.18	4.09	∼	38	42	64	82
Inclusiveness	4.54	4.43	∼	74	35	55	74
Leadership	4.35	4.28	∼	54	39	59	77

* Not shown if n < 5 for Mean and Top Box, n < 10 for Frequency, or data is unavailable.

** Last Data for the current unit.

Indices tab

OVERVIEW	ENGAGEMENT HIERARCHY	BREAKDOWN	INDICES	GRAPH CREATION		

Accountability
<-- Return to Indices

Items △	Total N △	Current Mean △	Last Mean △	Meaningful Change △	Current Top Box △	Last Top Box △
My team has made progress	1505	4.28	4.17	∼	48	41
My team participated in planning session	1505	4.08	4.01	∼	28	24
I received feedback	1505	4.08	4.01	∼	28	24

Index statements, Indices tab

You can choose which data appear here by using the column customization features of this tab. See the "Column Customization" section on page 9 for more information on how to choose which columns appear here and the data each column displays.

Graph Creation Tab

The **Graph Creation** tab provides options for generating graphs to help you visualize different Q¹² comparative data.
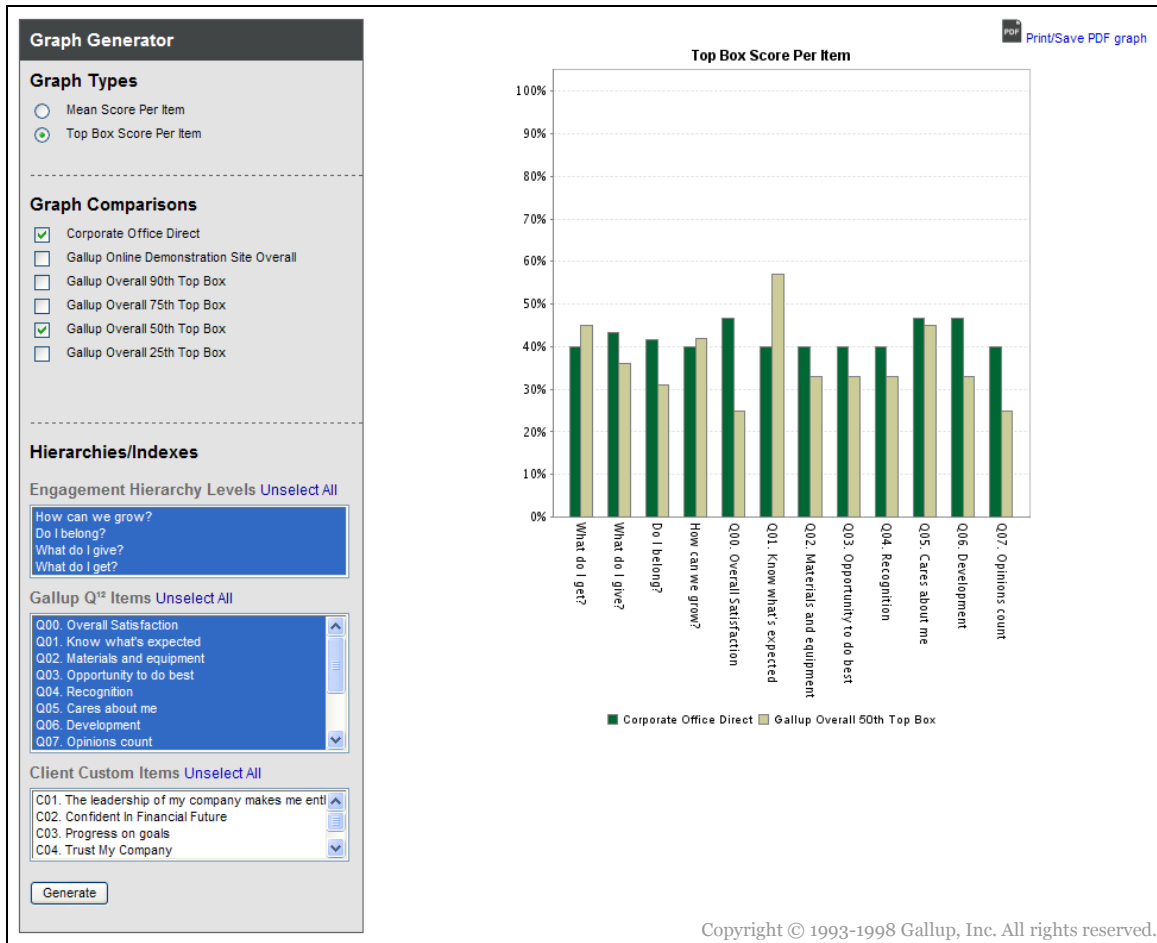
Graph Creation tab

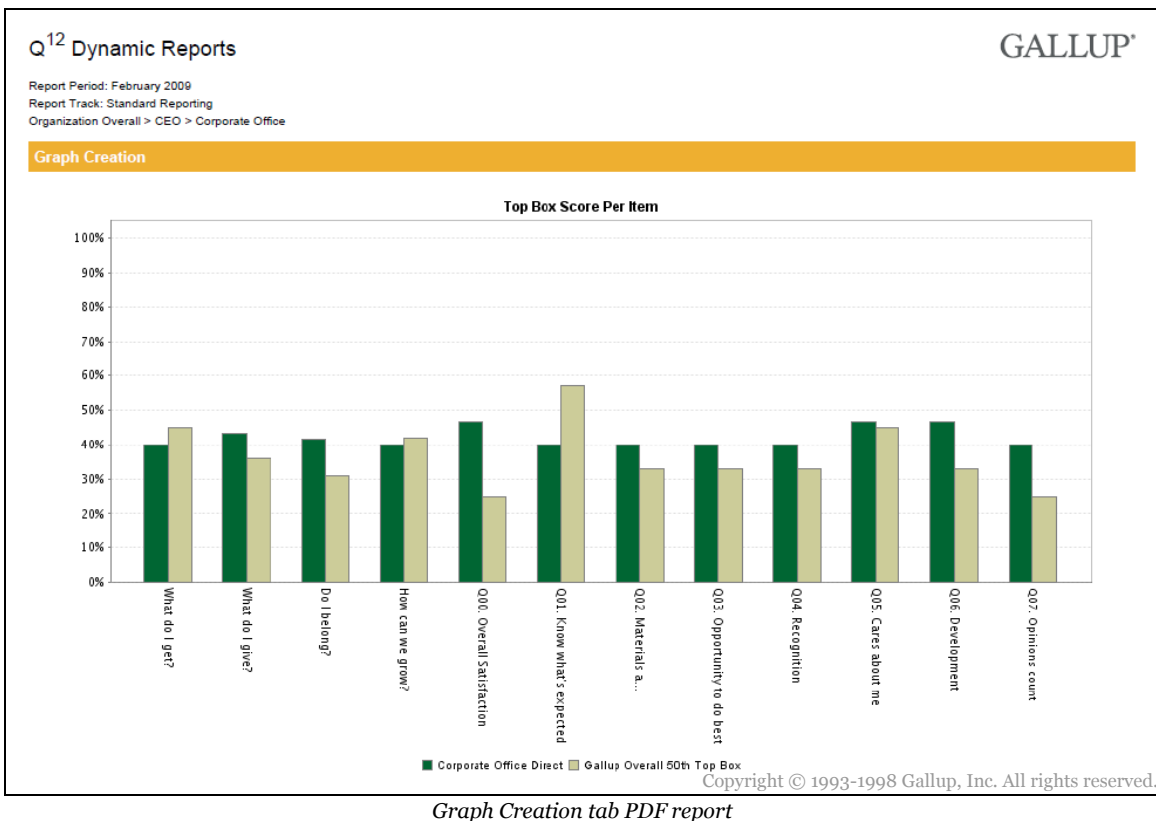Use the options in the **Graph Generator** area on the left side of the page to create a customized graph. On the upper-right corner of the **Graph Creation** tab, click **Print/Save PDF graph** to generate a PDF version of your graph.

Graph Creation tab PDF report

To create a customized graph:

1. In the **Graph Types** section, select the type of data that you want the graph to display. The measurement for this item will comprise the vertical axis of the graph.

2. In the **Graph Comparisons** section, select an option for the comparison data you want to include on your graph. Each option you select will display as a separate set of data (i.e., bar) on the graph, allowing you to easily compare different sets of data.

   NOTE: You can select a maximum of four options in the **Graph Comparisons** section.

3. In the **Hierarchies/Indexes** section, select the items and engagement hierarchy levels for which you want to view data. To select more than one option in a given list box, hold down **CTRL** and click the desired options.

   NOTE: You can select a maximum of 13 total data items in the **Hierarchies/Indexes** section.

4. Click **Generate** to create your graph, which will appear on the right side of the **Graph Creation** tab.

Graph Types
Select from the following types of graphs:

Mean Score Per Item	Displays the mean score for each item on the horizontal axis of the graph.
Top Box Score Per Item	Displays the Top Box Score for each item on the horizontal axis of the graph. The Top Box Score is the percentage of "5" (Strongly Agree/Extremely Satisfied) responses.

Graph Comparisons
Select from the following options to determine which data to include on the graph:

Current Business Unit Direct *	The current business unit's direct report data.
Direct Last	The current business unit's direct report data from the previous Q^{12} survey.
Current Business Unit Rollup *	The current business unit's rollup report data.
Rollup Last	The current business unit's rollup report data from the previous Q^{12} survey.
Parent Business Unit Rollup *	The rollup report data of the business unit located directly above the current business unit in your organization's hierarchy. This business unit is considered the "parent" of the current business unit.
Overall Business Unit	Your organization's overall (i.e., highest level) business unit rollup report data.
Overall Last	Your organization's overall (i.e., highest level) business unit rollup report data from the previous Q^{12} survey.
Gallup Overall nth Top Box	The percentage of "5" (Strongly Agree/Extremely Satisfied) responses in Gallup's overall database for the nth percentile.
Gallup Overall nth Mean	The average response, on a 5-point scale, in Gallup's overall database for the nth percentile.

The actual name of the option on the screen reflects the name of the current business unit or parent business unit where applicable. This will vary depending on your specific organization's hierarchy.

NOTE: Certain **Graph Comparison** options do not appear if data are unavailable or you do not have access to view a business unit's data.
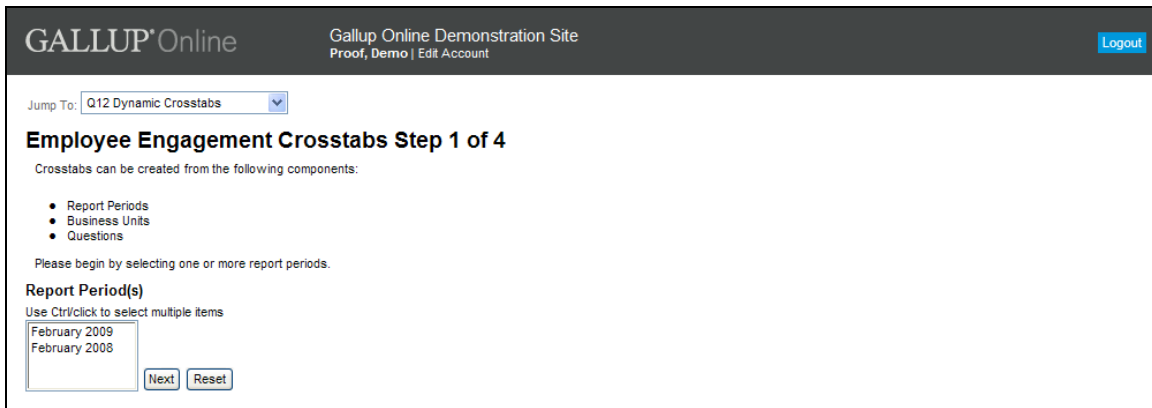
Hierarchies/Indexes

This section includes the following categories:

Engagement Hierarchy Levels	Each of the Gallup Engagement Hierarchy levels.
Gallup Q^{12} Items	All of the Q^{12} items as well as the Overall Satisfaction item.
Client Custom Items	A list of custom question items, if any were asked on the survey.

Select different data items from one or more categories to determine the horizontal axis of the graph.

Q¹² Dynamic Crosstabs

The **Q¹² Dynamic Crosstabs** product offers employee engagement results via cross tabulation reporting. It delivers immediate, dynamic information based on the criteria you select.

Q¹² Dynamic Crosstabs page

The delivery of instantaneous results creates a more efficient, timely business-reporting process that allows you to easily identify various levels of performance throughout the organization. You can also use this tool to transform your results into a heatmap, allowing you to visualize and quickly interpret the data.

Accessing Q¹² Dynamic Crosstabs

Depending on your current location on Gallup Online, you can access the **Q¹² Dynamic Crosstabs** product in two ways:

- From the **My Gallup** page, click **Q¹² Dynamic Crosstabs** in the **Our Workplace** area.
- From an employee engagement product page, select **Q¹² Dynamic Crosstabs** from the **Jump To** drop-down field.

Creating a Crosstab Report

Use the following procedure to create a cross tabulation report:

1. Select Your Report Periods
2. Select Your Business Units
3. Choose Your Items and Engagement Hierarchy Levels
4. Determine Your Layout

When creating your crosstab report, you can click the **Back** link to return to the previous step, or you can click the **New Search** link to start over. These links are located on the upper-right side of the page.
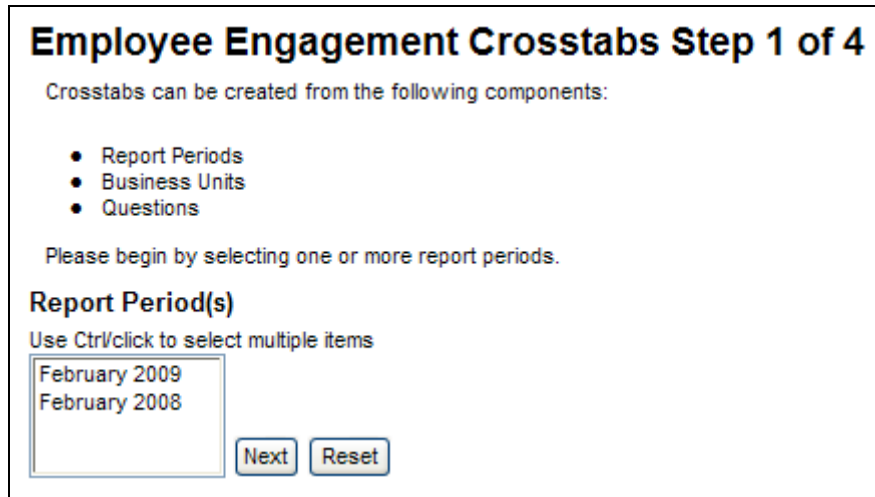

Back and New Search links

Step 1: Select Report Periods

The first step in creating your crosstab report is to select one or more report periods to use as the source of your data.

Step 1, Q¹² Dynamic Crosstabs page

From the **Report Period(s)** box, select the report periods you want to use. To select more than one report period, hold down the **CTRL** key and click the desired report periods. Click **Next** to continue to the next step.

NOTE: Click **Reset** to clear any report period selections.

Step 2: Select Business Units

The next step in creating your crosstab report is to select one or more business units for each of the report periods selected in **Step 1**. This determines which business unit's data appear on the crosstab report and represents one axis of your crosstab report.
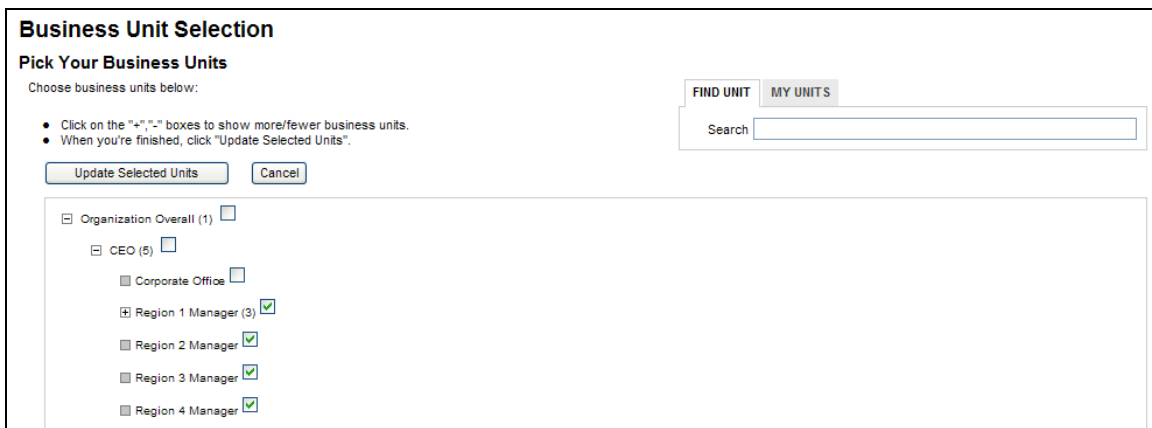

Step 2, Q¹² Dynamic Crosstabs page

To select the business unit's data you want to view, click a report period's link. This displays the **Business Unit Selection** page.

NOTE: If multiple report tracks exist for a report period, each track will appear as a separate link. You can include business unit data from different report tracks on your crosstab report.

Business Unit Selection
The **Business Unit Selection** page allows you to choose your list of business units for each report period. This page displays all available business units.

NOTE: Although you can select from all available business units, content security restrictions will prevent you from viewing information about a business unit that you do not have permission to access.

Business Unit Selection page

To choose your list of business units:

1. Select the check box of a business unit you want to add, and clear the check box of a business unit you want to remove.

2. Click **Update Selected Units** to save your changes and proceed, or click **Cancel** to discard your changes and return to the previous page.

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A plus sign symbol ⊞ to the left of a business unit indicates the presence of additional business units below it. Click the ⊞ symbol to expand the list of business units. Alternatively, click the minus sign symbol ⊟ to collapse the list of business units.

NOTE: The number in parentheses to the right of a business unit indicates the number of business units below it.

Employee Engagement Crosstabs Step 2 of 4

Next, please select one or more business units by first choosing the report period with the desired business units.

Select Business Units

- Add Business Units for: February 2009 - Standard Reporting
- Add Business Units for: February 2009 - Special Teams

Business Units Selected

- Corporate Office
- Region 1 Manager
- Region 2 Manager
- Region 3 Manager
- Region 4 Manager

Next

Step 2, Q¹² Dynamic Crosstabs page

After selecting business units, click **Next** to continue to the next step.

Step 3: Choose Items and Engagement Hierarchy Levels

The next step in creating your crosstab report is to select one or more of the data items you want to appear on your report. These items will represent another axis of your crosstab report.

Employee Engagement Crosstabs Step 3 of 4

Next, please select one or more items and / or one or more of the Engagement Hierarchy Levels and / or Grand Mean.

Gallup Q¹² Items

Use Ctrl/click to select multiple items
- Q00. Overall Satisfaction
- Q01. Know What's Expected
- Q02. Materials and Equipment
- Q03. Opportunity To Do Best

Client Custom Items

Use Ctrl/click to select multiple items
- C01A. Always Treated with Respect
- C03A. Keeps Me Informed
- C04A. Leadership Makes Me Enthusiastic About Future
- C05. Recommend as Great Place To Work

Engagement Hierarchy Levels

Use Ctrl/click to select multiple items
- How can we grow?
- Do I belong?
- What do I give?
- What do I get?

Indices

Use Ctrl/click to select multiple items
- Custom Index
- Q12_CUSTOM_1

Grand Mean
- ● No ○ Yes

[Next] [Reset]

Step 3, Q¹² Dynamic Crosstabs page

The list of available data items are divided into the following list boxes:

Gallup Q¹² Items	All of the Q¹² items as well as the Overall Satisfaction item.
Client Custom Items	A list of custom question items, if any were asked on the survey.
Engagement Hierarchy Levels	Each of the Gallup Engagement Hierarchy levels.
Indices	A list of indices, if any are available for the survey.

To select more than one item in a given list box, hold down **CTRL** and click the desired items.

You also need to determine whether to include GrandMean data on the crosstab report. The GrandMean value is the average response, on a 5-point scale, across all Q¹² items. Select **Yes** to include GrandMean data, or select **No** to exclude it.

NOTE: Click **Reset** to clear all data item selections.

After selecting the data items you want to view on your crosstab report, click **Next**.

Step 4: Determine a Layout

The final step in creating your crosstab report is to choose from several layout and data options.

Employee Engagement Crosstabs Step 4 of 4
Next, select the information you want displayed and the layout for your crosstab.
↩ Back   🔍 New search
Create Employee Engagement Crosstab

Crosstab Layout
Choose Rows: [Business Units ▾]   Choose Columns: [Questions/Hierarchies ▾]
Crosstab Options
Choose a measure: [Current Top Box ▾]   Choose a Report Type: [Direct ▾]
Heatmap Options
Make this crosstab a heatmap? [No ▾]

[Create Crosstabs]

Step 4, Q¹² Dynamic Crosstabs page

The following fields are available on this page:

Choose Rows	This field determines which data appear on the vertical axis of your crosstab report. From the drop-down list, select either **Questions/Hierarchies** or **Business Units**.
Choose Columns	This field displays which data appear on the horizontal axis of your crosstab report. If the value in the **Choose Rows** field is set to **Questions/Hierarchies**, then this field is automatically set to **Business Units**. Likewise, if the **Choose Rows** field is set to **Business Units**, then this field is automatically set to **Questions/Hierarchies**.
	NOTE: You cannot modify this field.
Choose a measure	This field determines the type of measurement that the crosstab report displays for each item. From the drop-down list, select one of the following options:

Current Mean	The average response, on a 5-point scale, for the most recent Q¹² survey.
Total N *	The total number of responses.
Last Mean	The average response, on a 5-point scale, for the previous Q¹² survey.
Meaningful Change	Whether Q¹² mean data have increased, decreased, or remained the same between survey periods (i.e., current mean and last mean).
	NOTE: See page 10 for descriptions of the meaningful change symbols.

Current Top Box	The percentage of "5" (Strongly Agree/ Extremely Satisfied) responses for the most recent Q^{12} survey.
Last Top Box	The percentage of "5" (Strongly Agree/ Extremely Satisfied) responses for the previous Q^{12} survey.
Frequency Distribution *	A graphical representation of the distribution of responses.

* If you select this option, you cannot transform your crosstab report into a heatmap.

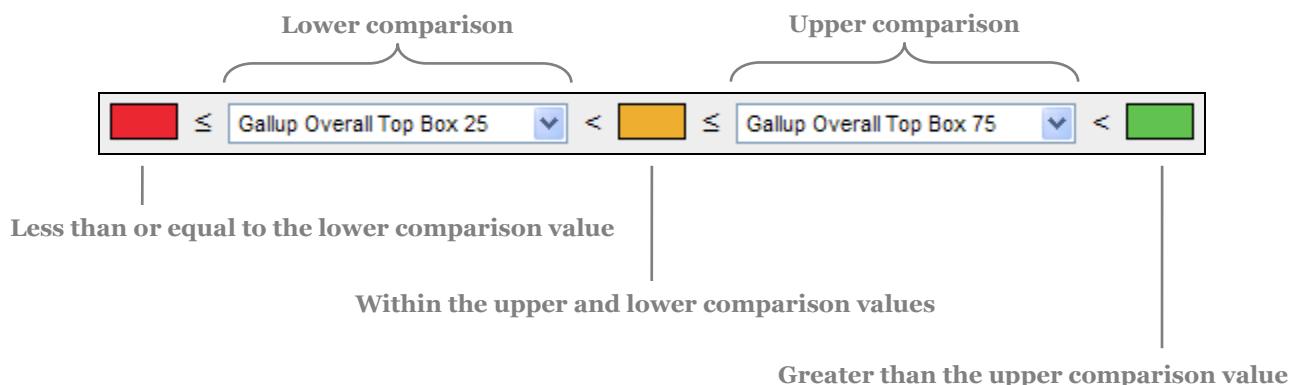|	
Choose a Report Type	This field determines whether the crosstab reports data for each business unit as direct or rollup data. From the drop-down list, select one of the following options:
Direct	The data represent the responses of individuals who report directly to each business unit.
Rollup	The data represent the responses of individuals who report directly and indirectly to each business unit.
Make this crosstab a heatmap?	This field determines whether to transform your crosstab report into a heatmap. Select **Yes** to display heatmap customization options. See the "Heatmap Options" section on page 29 for more information. NOTE: This field does not appear when you select **Total N** or **Frequency Distribution** from the **Choose a measure** field.

After choosing your desired layout and data options, click **Create Crosstabs** to view your finalized crosstab report on the **Employee Engagement Crosstabs Result** page.

Viewing Your Finalized Crosstab Report

The **Employee Engagement Crosstabs Result** page displays your finalized crosstab report.

Employee Engagement Crosstabs Result

Back New search Print/Save PDF version Export to file

Crosstab Layout
Flip Crosstab
Crosstab Options
Choose a measure: Current Top Box   Choose a Report Type: Direct
Heatmap Options
Make this crosstab a heatmap? No

Update

Crosstab for February 2009

Row Data ▲	Q01. Know what's expected ▵	Q02. Materials and equipment ▵	Q03. Opportunity to do best ▵	Do I belong? ▵	How can we grow? ▵	What do I get? ▵	What do I give? ▵
Corporate Office	40	40	40	42	40	40	43
Region 1 Manager	50	50	50	52	50	50	52
Region 2 Manager	40	47	47	45	43	43	45
Region 3 Manager	42	50	33	36	38	46	35
Region 4 Manager	45	27	27	30	32	36	33

Not shown if n < 5 for Mean and Top Box, n < 10 for Frequency, or data is unavailable.   Copyright © 1993-1998 Gallup, Inc. All rights reserved.

Employee Engagement Crosstabs Result page

NOTE: If you selected **Frequency Distribution** from the **Choose a measure** field, frequency distribution bars appear in the crosstab report. Click a frequency distribution bar to display a pop-up window with detailed information about the response distribution.

Frequency Distribution: Q04
Total n = 109

n:	13	14	17	23	42
%:	12%	13%	16%	21%	39%
	1	2	3	4	5

Frequency Distribution pop-up window

You can modify your crosstab report by selecting from the various options above the crosstab report in the Report Options area. When you have made your changes, click **Update** to apply them to your crosstab report. The Report Options area includes the **Crosstab Layout**, **Crosstab Options**, and **Heatmap Options** sections.

Crosstab Layout
Flip Crosstab
Crosstab Options
Choose a measure: Current Top Box   Choose a Report Type: Direct
Heatmap Options
Make this crosstab a heatmap? No

Update

Report Options area

Crosstab Layout

Click the **Flip Crosstab** link to swap the axes of the crosstab report. For example, if your business units appear on the vertical axis (i.e., as rows), you can click the **Flip Crosstab** link to make your business units appear on the horizontal axis (i.e., as columns) and vice versa.

Crosstab Options

This section identifies various aspects about the current crosstab report, including the measurement and report type. The fields available in this section are identical to those presented in **Step 4** of creating your crosstab report. See the "Step 4: Determine Your Layout" section on page 26 for information.

Heatmap Options

This section provides options to customize your crosstab report and transform it into a heatmap. Select **Yes** from the **Make the crosstab a heatmap?** field to display heatmap customization options.

NOTE: The **Heatmap Options** section does not appear when you select **Total N** or **Frequency Distribution** from the **Choose a measure** field in the **Crosstab Options** section.

Crosstab for February 2009					
Row Data △	Corporate Office △	Region 1 Manager △	Region 2 Manager △	Region 3 Manager △	Region 4 Manager △
Questions					
Q01. Know What's Expected	40	50	40	42	45
Q02. Materials and Equipment	40	50	47	50	27
Q03. Opportunity to do Best	40	50	47	33	27
Engagement Hierarchy Levels					
Do I belong?	42	52	45	36	30
How can we grow?	40	50	43	38	32
What do I get?	40	50	43	46	36
What do I give?	43	52	45	35	33

Heatmap report

To customize your heatmap, set the lower and upper comparison values for each set of colorize options.

Lower comparison   Upper comparison

[red] ≤ Gallup Overall Top Box 25 < [orange] ≤ Gallup Overall Top Box 75 < [green]

Less than or equal to the lower comparison value

Within the upper and lower comparison values

Greater than the upper comparison value

The options of the **How to assign colors?** drop-down list determine the comparison value types. Select **Database percentiles** from this field to use predefined comparison values from the Gallup database; select **Score** to type your own comparison values.

How to assign colors? field, Database percentiles option

How to assign colors? field, Score option

If you select **Score** from the **How to assign colors?** drop-down list, then you must type comparison values that are within a range appropriate to the measurement value of the **Choose a measure** field. For the **Top Box** measurements, type values between **0** and **100**. For the **Mean** measurements, type values between **1.00** and **5.00**.

If you select **Database percentiles** from the **How to assign colors?** drop-down list, then the available comparison values are dependent on the measurement value of the **Choose a measure** field. The following comparisons are available for the **Top Box** measurements:

Gallup Overall Top Box n	The percentage of "5" (Strongly Agree/Extremely Satisfied) responses in Gallup's overall database for the nth percentile.

The following comparisons are available for the **Mean** measurements:

Gallup Overall Mean n	The average response, on a 5-point scale, in Gallup's overall database for the nth percentile.

NOTE: For Engagement Hierarchy Levels, database percentile comparison values are not available for the **Mean** measurements.

Data Exclusion
The following describes instances when data do not appear on your crosstab report:

- For the Top Box and Mean measurements, an asterisk (*) appears when there are less than five responses to an item or when the data are unavailable.

- For the **Frequency Distribution** measurement, an asterisk (*) appears when there are less than 10 responses to an item or when the data are unavailable.

- Engagement Hierarchy Level data are not available for the **Total N** or **Frequency Distribution** measurements.

Sort Order

Click the column heading you want to sort to change how the information in your crosstab report appears. For example, if you want to sort the information based on the row data, then click the **Row Data** column heading. The sort icons and functionality are identical to those of the **Q¹²** **Dynamic Reports** product. See the "Sort Order" section on page 11 for more information.

Printing and Exporting Your Crosstab Report

On the upper-right side of the page are the **Print/Save PDF version** and **Export to file** links.

Print/Save PDF version and Export to file links

Click **Print/Save PDF version** to generate a PDF version of your crosstab report. Click **Export to File** to output your crosstab report as a Microsoft Excel spreadsheet.

If your crosstab report includes frequency distribution data, the **Crosstabs PDF Generation** window appears when you click **Print/Save PDF version**. This window allows you to choose how frequency distribution data appear on the PDF report.
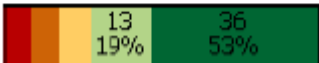
Crosstabs PDF Generation window

The **Crosstabs PDF Generation** window includes the following options for displaying frequency distribution data:

| Option	Description	Example
Number Version	The number of responses for each response on the 5-point scale.	
Percent Version	The percentage out of all responses for each response on the 5-point scale.	
Color Version	A visual scale with color-coded response distributions. NOTE: This matches what appears on the crosstab report.	
Combined Version	A visual scale with color-coded response distributions and number data and percentage data for each score on the 5-point scale. NOTE: Number and percentage data do not appear if there is insufficient room on the visual scale.	

In the **Crosstabs PDF Generation** window, click your desired option, and then click **EXPORT TO PDF** to generate your PDF report.

Appendix: Navigation

The following pages discuss how to use the **My Gallup** page, the **Jump To** field, the business unit breadcrumb, and the Business Unit Navigation tool in relation to employee engagement.

Our Workplace

On the **My Gallup** page, the **Our Workplace** area of Gallup Online is dedicated to developing employee engagement. It is a convenient location that provides access to all the tools, reports, guides, and e-learning courses necessary to improve employee engagement in the workplace.
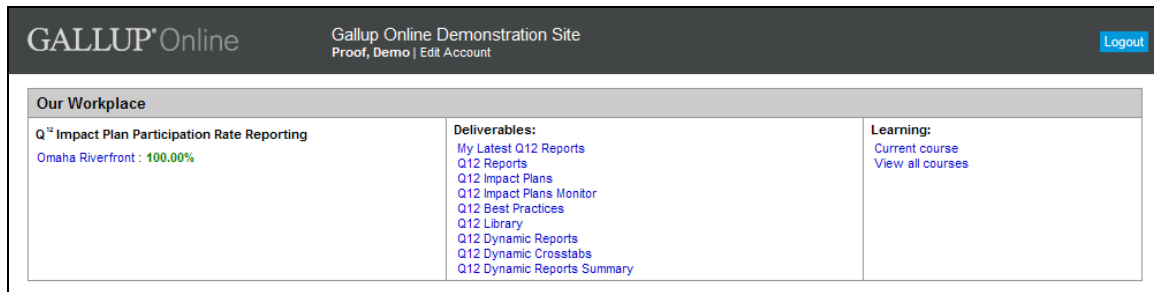

Our Workplace

The **Deliverables** section of the **Our Workplace** area contains links to all employee engagement products, including those specific to Q^{12} dynamic reporting. The list of products available to you depends on those your organization uses and the privileges assigned to your specific login information.

Jump To

The **Jump To** drop-down field appears at the top of each of the employee engagement product pages. Use it to navigate among the various employee engagement products or to return to the **My Gallup** page.
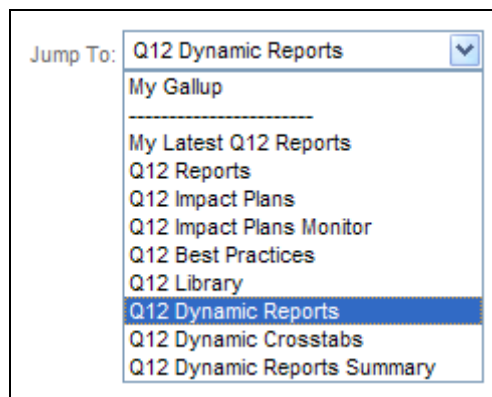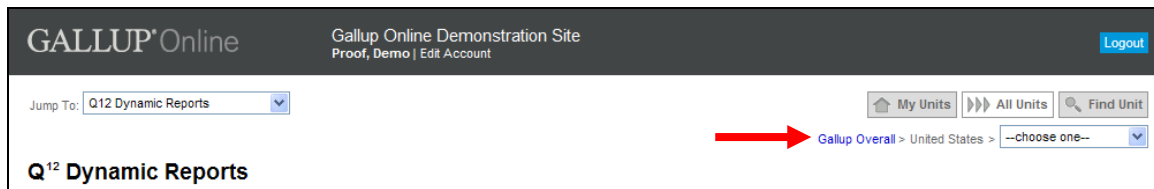

Jump To drop-down field

To use the **Jump To** drop-down field, simply select the desired product page from the drop-down list.
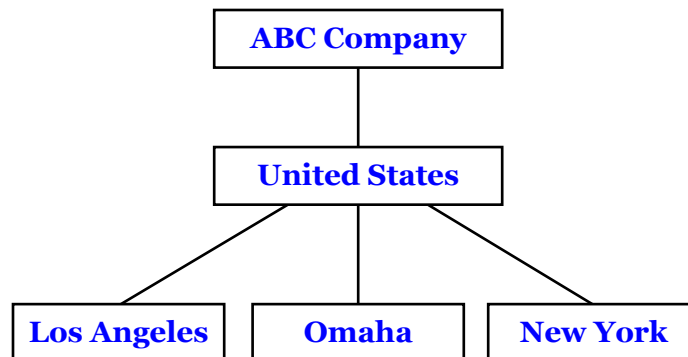
Business Unit Breadcrumb

The business unit breadcrumb is a critical component of Gallup Online. Use it to navigate your organization's hierarchy and obtain information about specific business units in your organization.
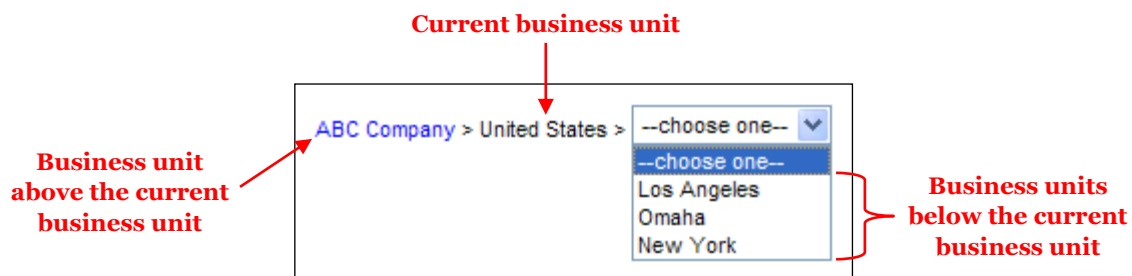

Business unit breadcrumb on Gallup Online

The following is an example of an organizational hierarchy:

Current Business Unit

In the business unit breadcrumb, the current business unit appears to the left of the breadcrumb's drop-down list. If the drop-down list is not available, the current business unit is the unit furthest to the right.
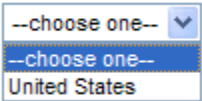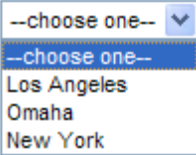

Business units in the breadcrumb's drop-down list are those units in the hierarchy directly below the current business unit. These units are children (i.e., descendants) of the current business unit. If the drop-down list is not available, no business units are directly below the current business unit in the hierarchy.

The business unit to the left of the current business unit is the parent of the current business unit, and it is located directly above that unit in the hierarchy. A business unit will not appear to the left of the current business unit if there are no business units above the current business unit in the hierarchy.

The appearance of the business unit breadcrumb changes based on the organizational hierarchy and the current business unit. Using the previous example of an organizational hierarchy, the

following table demonstrates how the breadcrumb changes depending on the current business unit.

Current Business Unit	Breadcrumb
ABC Company [1]	
United States	
Los Angeles [2]	

[1] A business unit does not appear to the left of ABC Company in the breadcrumb because no business units are above ABC Company in the hierarchy.

[2] The drop-down list is not available because no business units are directly below Los Angeles in the hierarchy.

Business Unit Navigation

The Business Unit Navigation tool offers convenient features for quickly navigating the business units in your organizational hierarchy. This tool consists of the following options: **My Units**, **All Units**, and **Find Unit**.
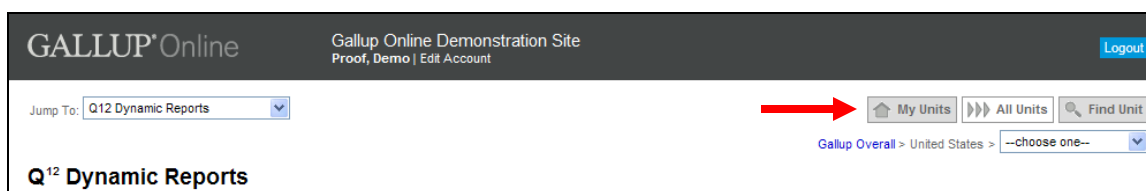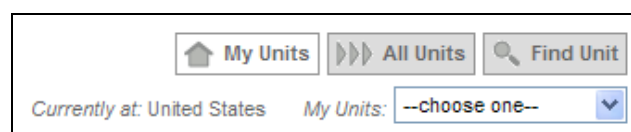

Business Unit Navigation tool

My Units

Click **My Units** to display options for locating your home business unit. A home business unit is one that your organization has assigned to you as your primary business unit.
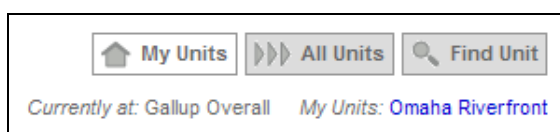
My Units option (one home business unit)

My Units option (multiple home business units)

Clicking **My Units** displays the following information:

Currently at   Identifies the current business unit.

My Units   Displays your home business unit as a link. If your organization assigned you multiple home business units, they appear in a drop-down list.

To go to a home business unit, click its link or select it from the drop-down list.

All Units

Click **All Units** to display the standard business unit breadcrumb. This allows you to traverse the business units in your organizational hierarchy.
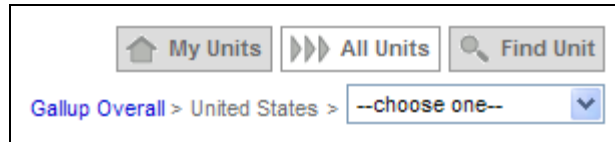

All Units option

To go to a business unit that is above the current business unit in the hierarchy, click the link of the unit you want to view. To go to a business unit that is below the current business unit in the hierarchy, select a unit from the drop-down list.

Find Unit

Click **Find Unit** to display the **Search** box allowing you to search for and quickly find any business unit in your organizational hierarchy.
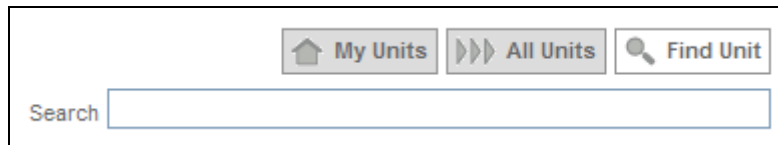
Find Unit option

In the **Search** box, type the name of the business unit that you are searching for. As you type, business units that match your search criteria appear as links below the **Search** box. To navigate to a business unit in the search results, click its link.

Find Unit option (search results)