
THE GALLUP Q¹² - EMPLOYEE ENGAGEMENT - POLL 2008 RESULTS

Australia Overview

February, 2009

GALLUP CONSULTING®

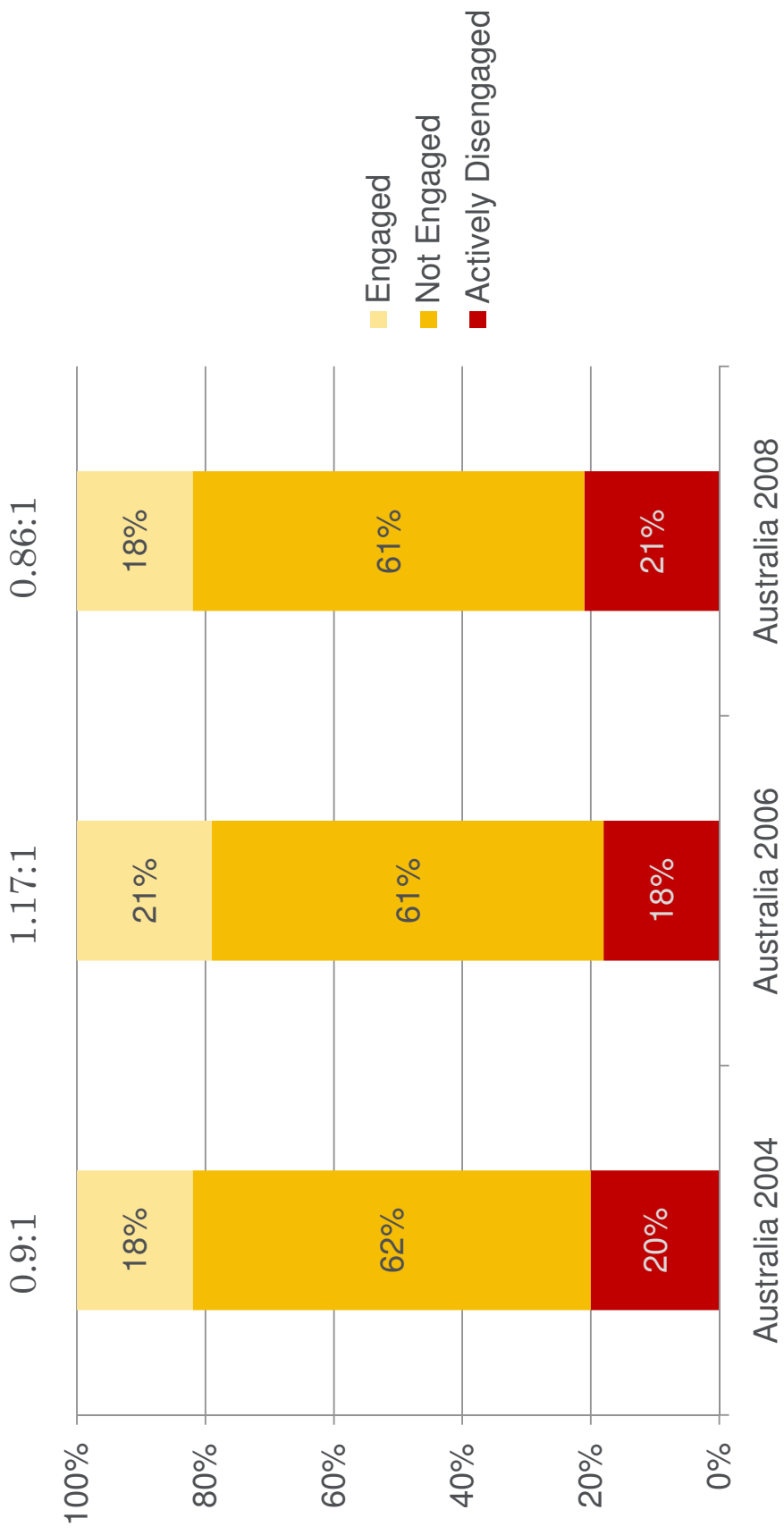
Background to survey

The Australian Engagement Study was conducted among a sample of 1,000 working people, aged 18 years and older in September 2008.

A random sample of workers was telephoned to determine how they felt about various aspects of their work, and how engaged they felt about their workplace. In this instance, no one organisation was surveyed but a range of different workers from different employers across a broad range of industry sectors.

The maximum sampling error for this study is $\pm 3.1\%$.

Engagement Index - Trends



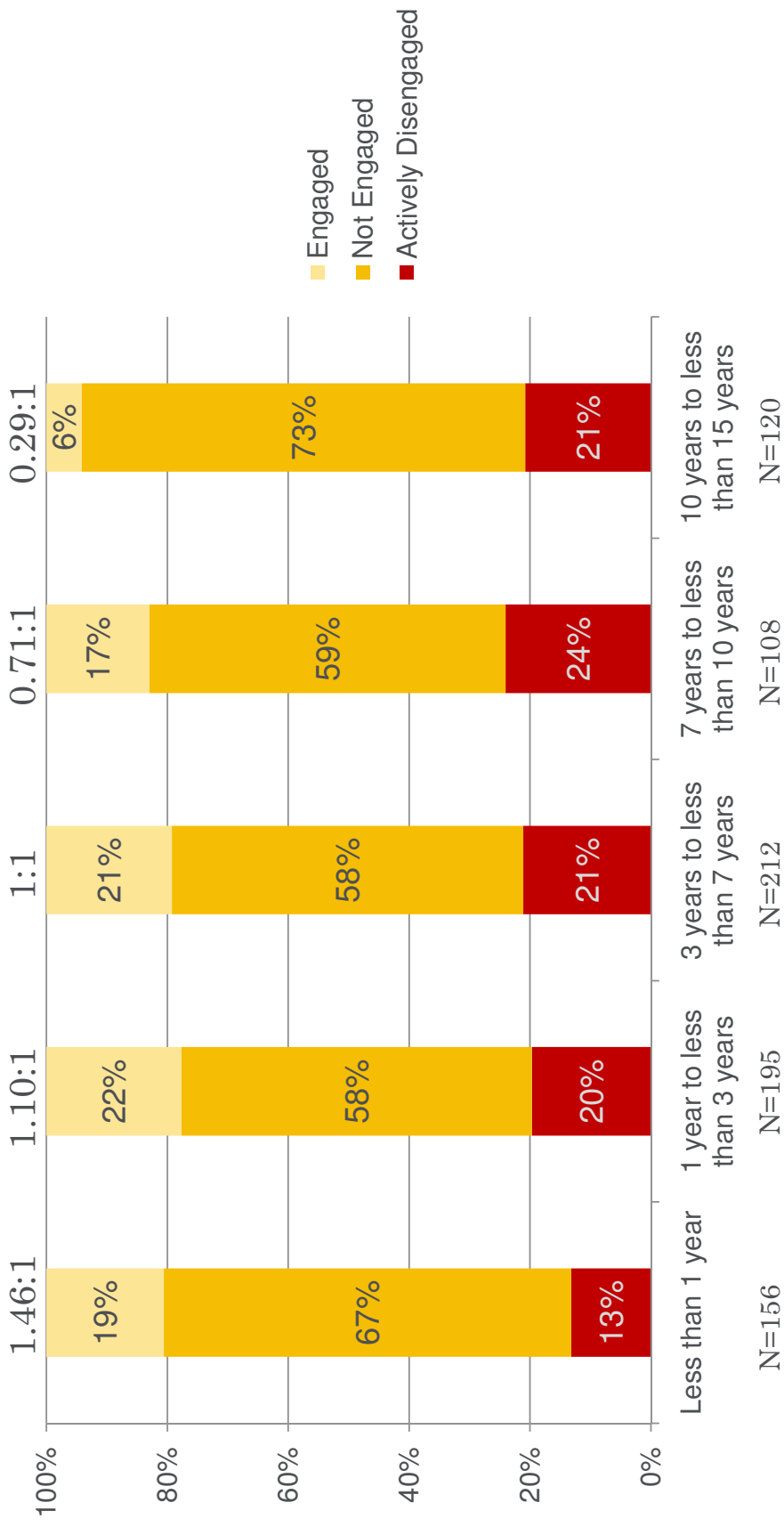
Engagement Index-by Profession

Engagement is driven from the top of organisations and only a quarter of managers/executives within Australia are engaged.



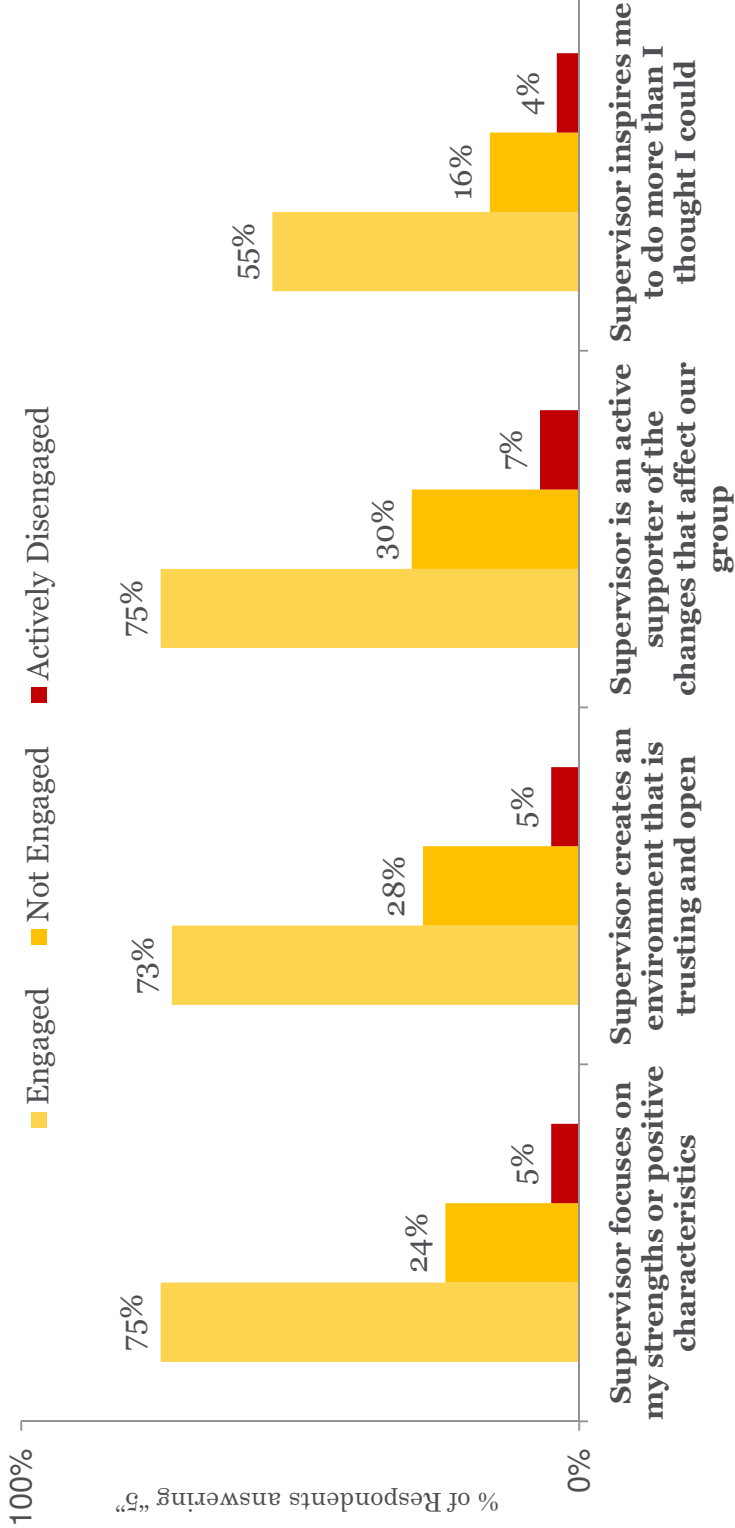
Engagement Index- by tenure in current company

The most experienced employees, who are likely looked to for mentorship, have the lowest engagement.



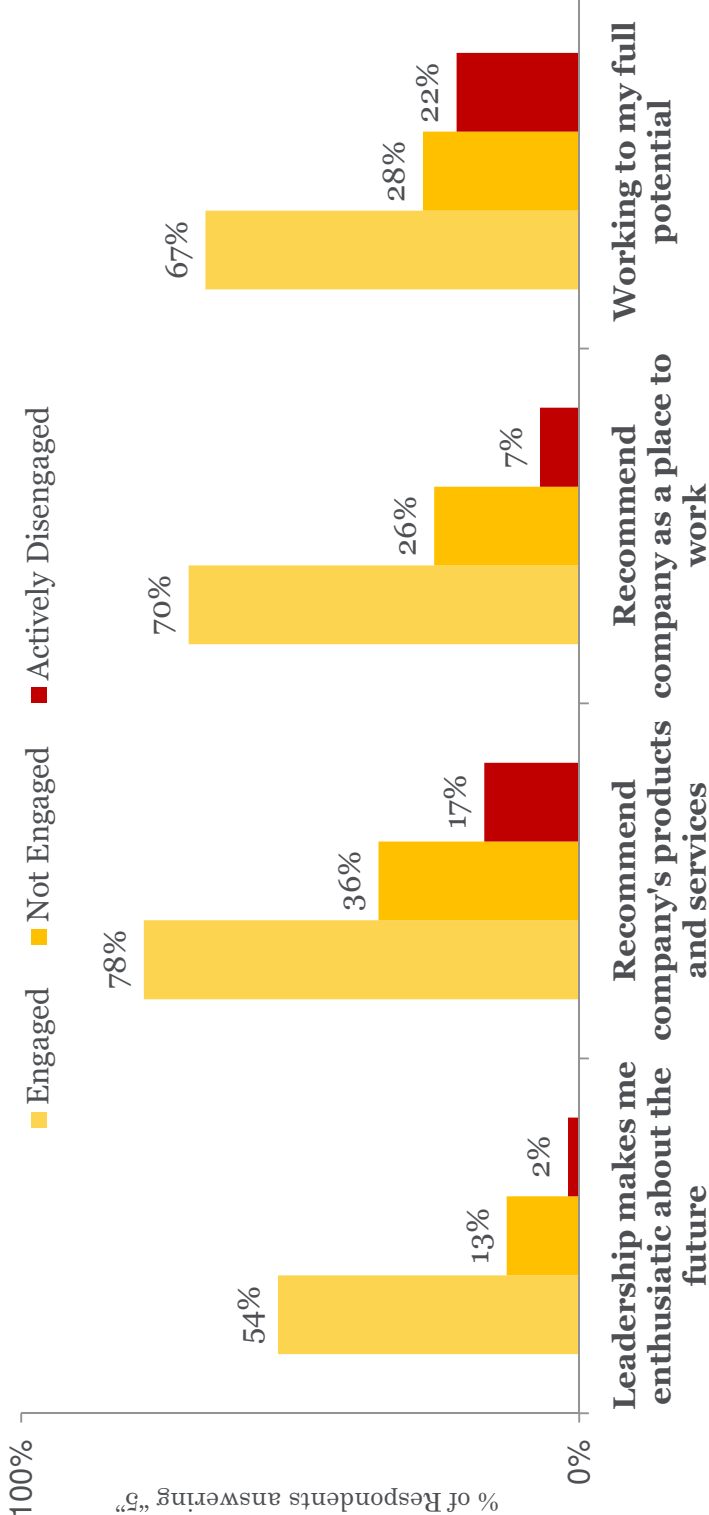
Engaged and Disengaged groups on additional items

Supervisors play a critical role in driving engagement



Engaged and Disengaged groups on additional items

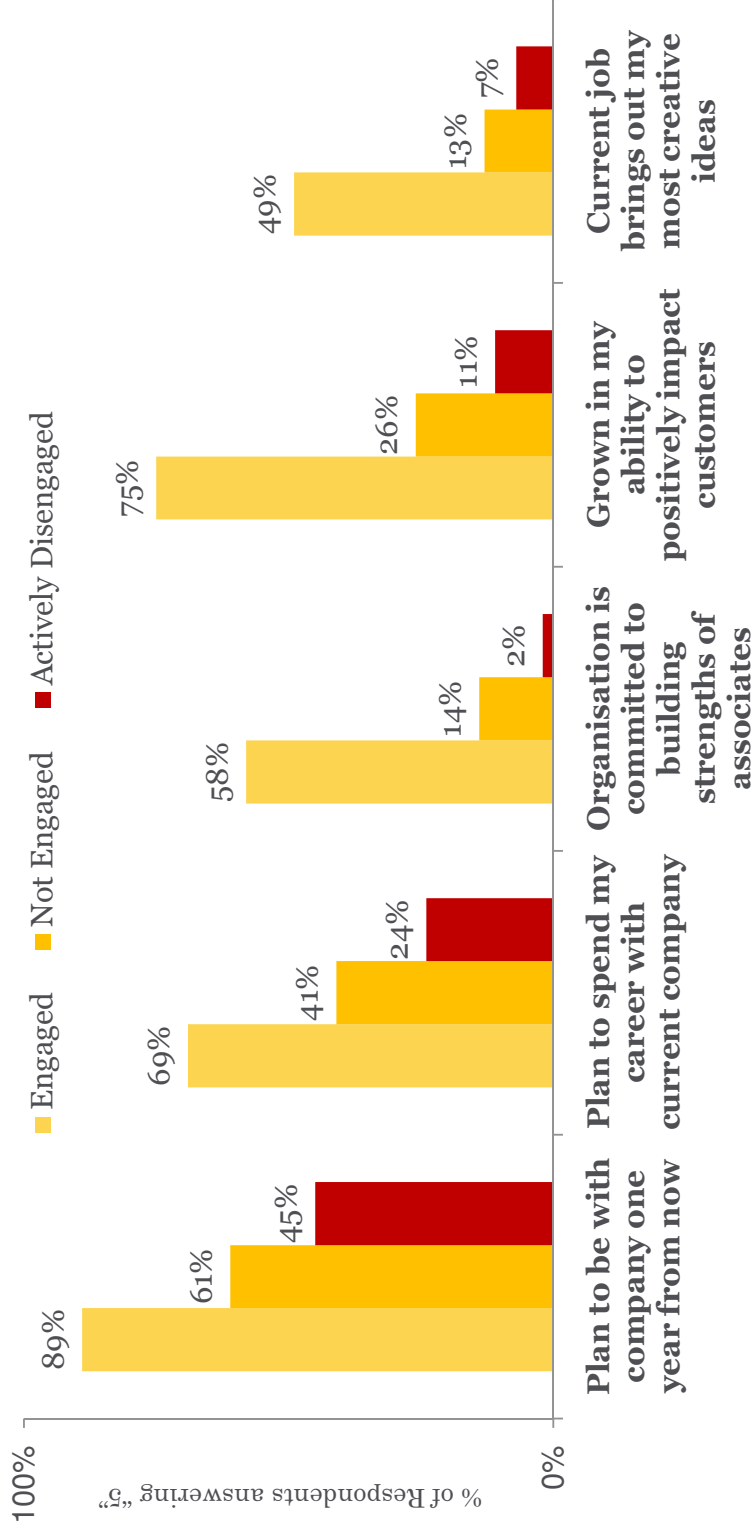
Australia's leaders are not inspiring confidence and enthusiasm for the future state of their organisations.



Engaged and Disengaged groups on additional items

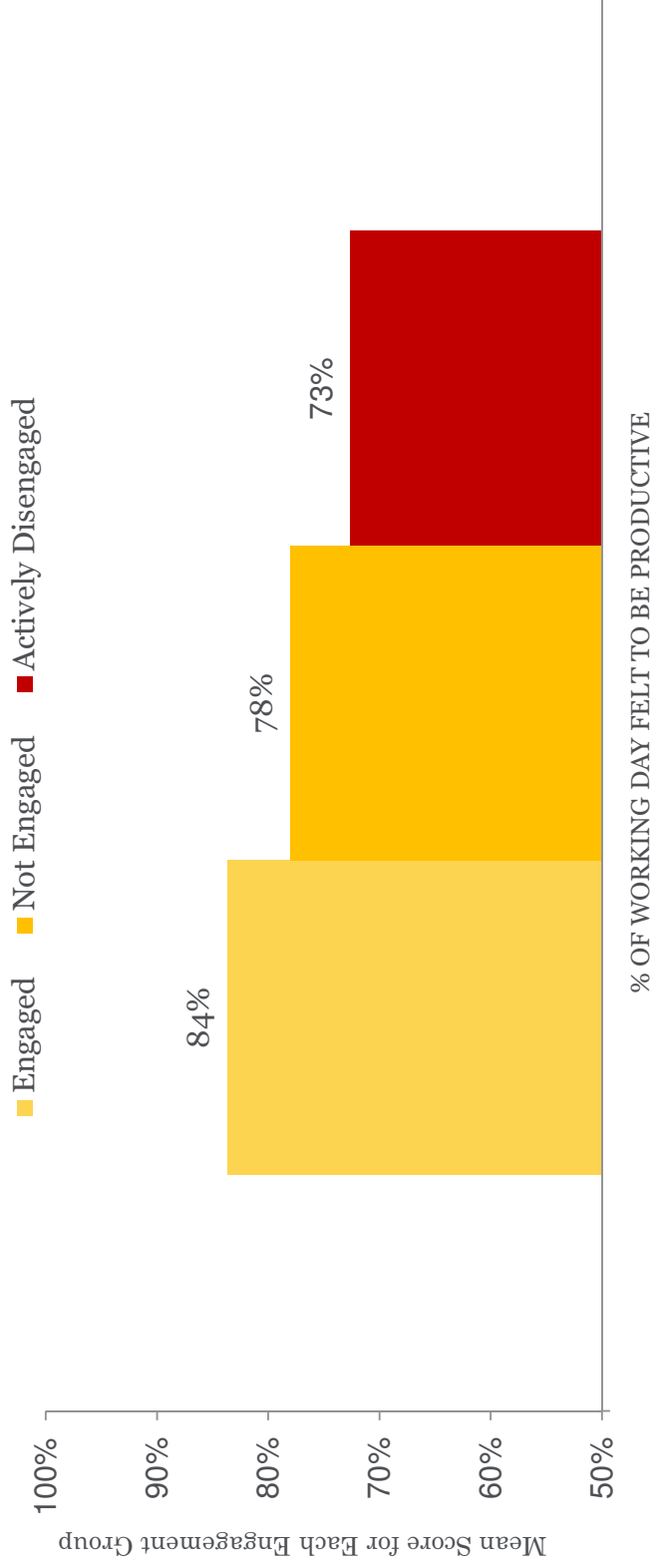
Close to half of the disengaged employees plan to stick with the company they work with a year from now...a quarter plan on spending their entire career

Half of the most engaged employees are not being fulfilling their creative potential within their current job



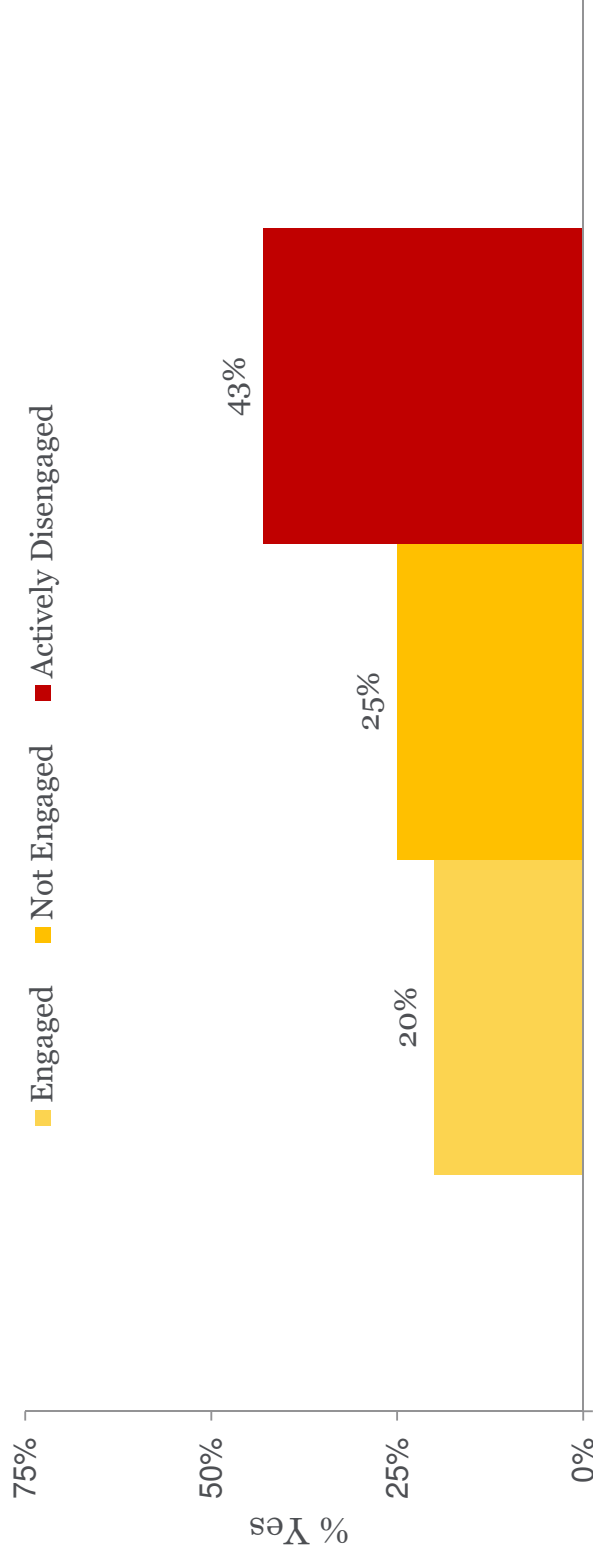
Level of engagement - work style and missed days at work

Engagement ties directly to productivity. Disengaged employees self report that they are feeling less productive in the workplace.



Engaged and Disengaged groups on stress experienced

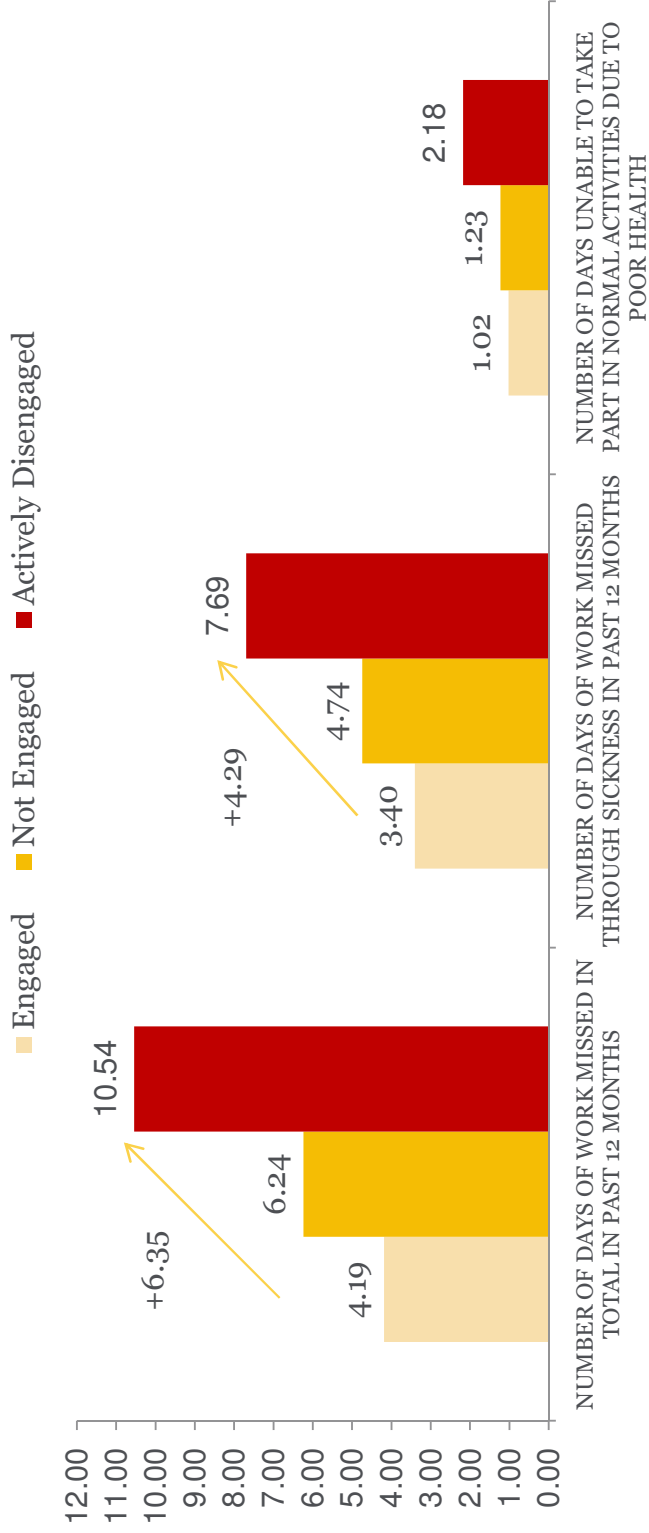
Disengagement at work has negative behavioural consequences at home



Full Question: *In the past 30 days, have you had three or more days where the stress of work caused you to behave poorly with your family or friends?*

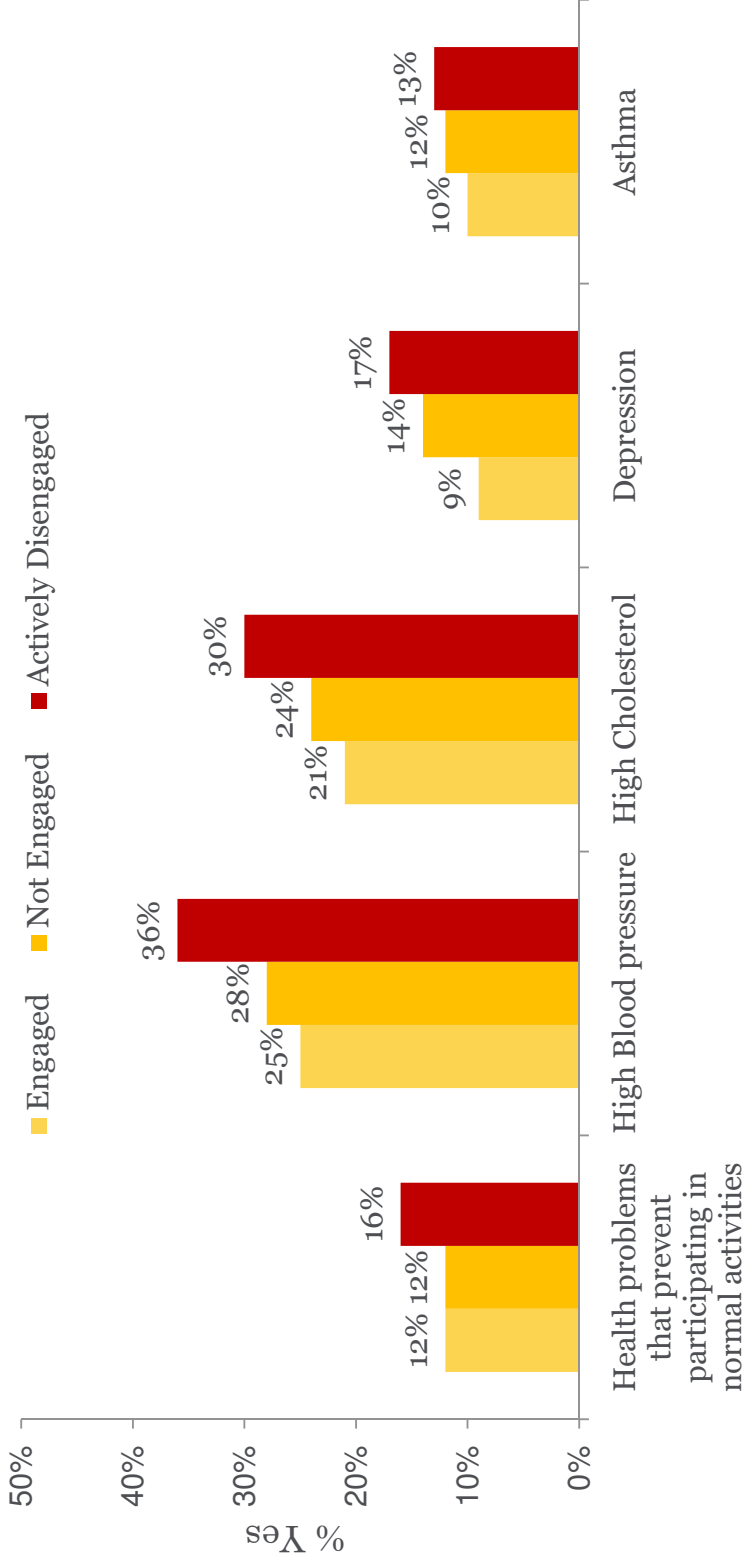
Level of engagement - work style and missed days at work

Disengaged employees take an average SIX extra days off a year when compared to the engaged employees; FOUR of which are attributed to sickness.



Engagement and its impact on health

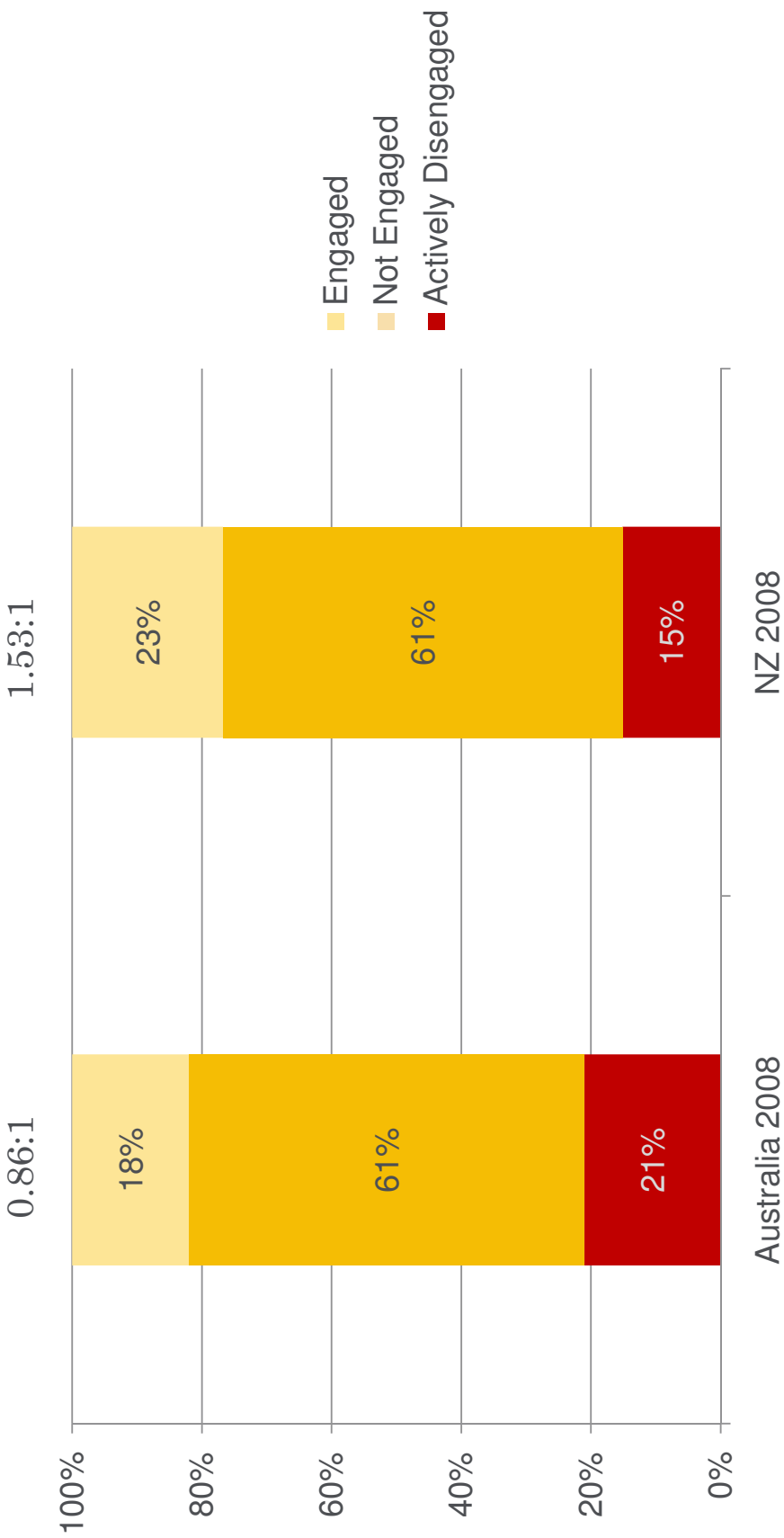
Disengagement also shows an impact going beyond workplace into the overall physical health of employees



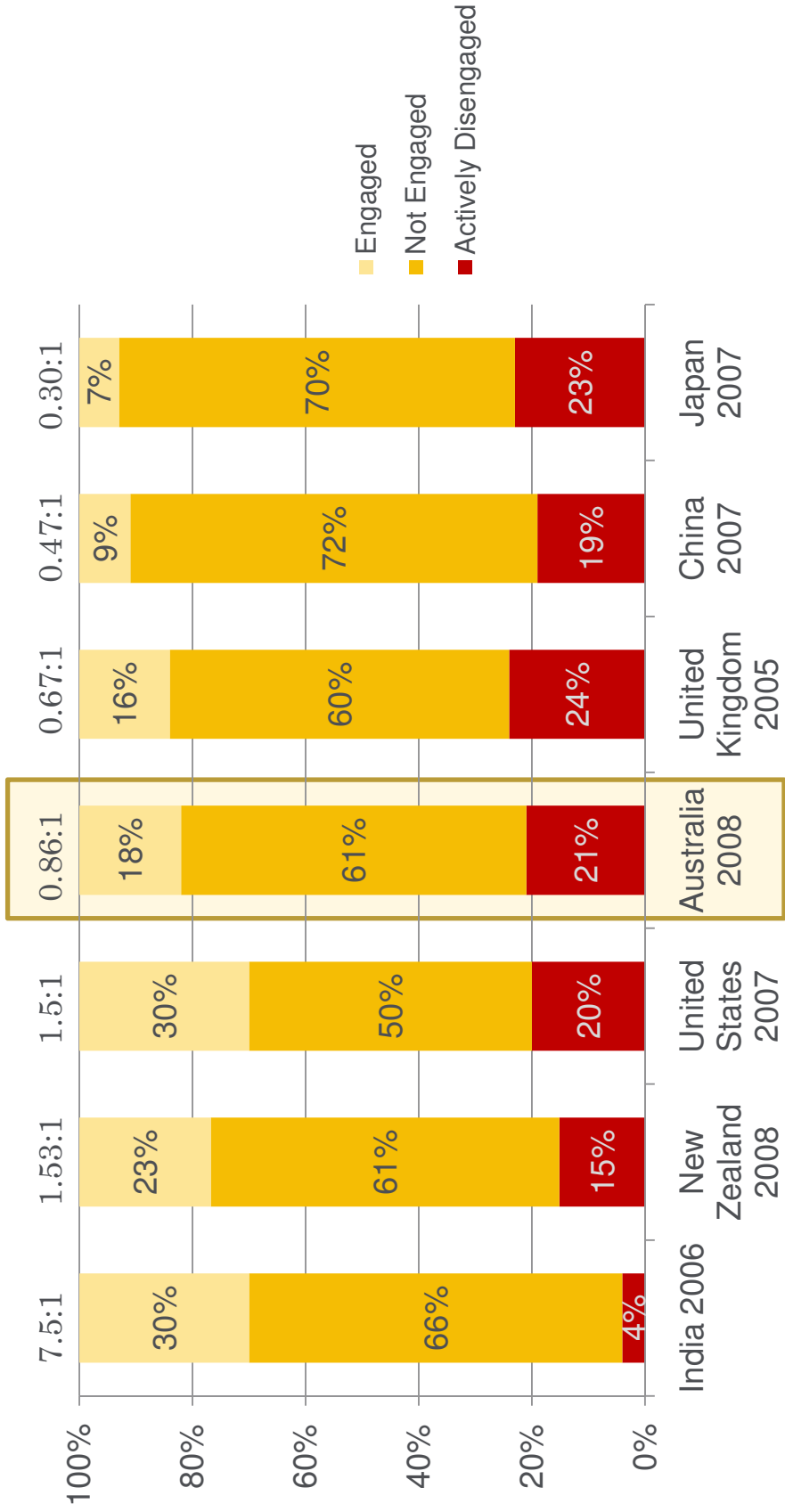
Appendix



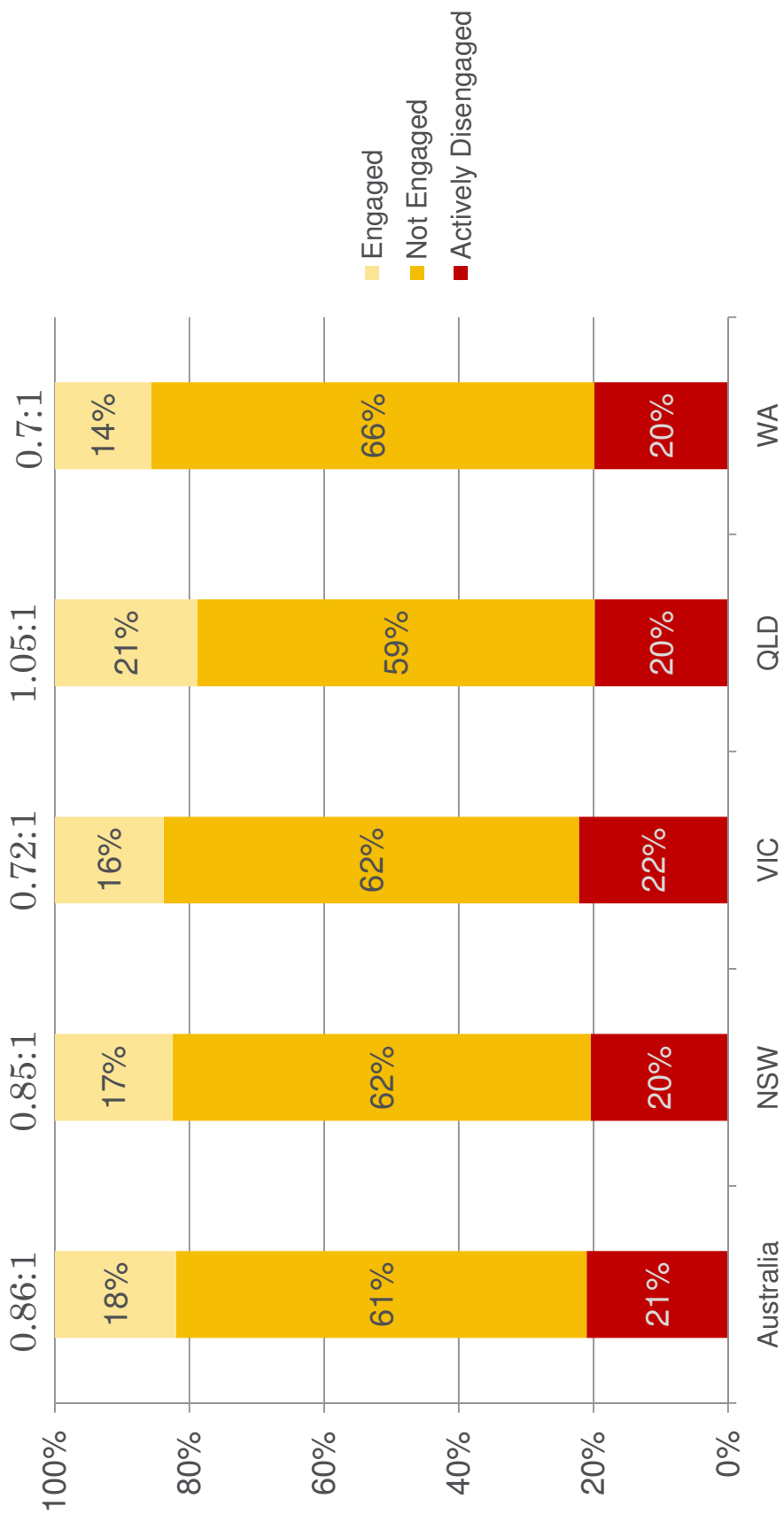
Engagement Index – Australia/New Zealand



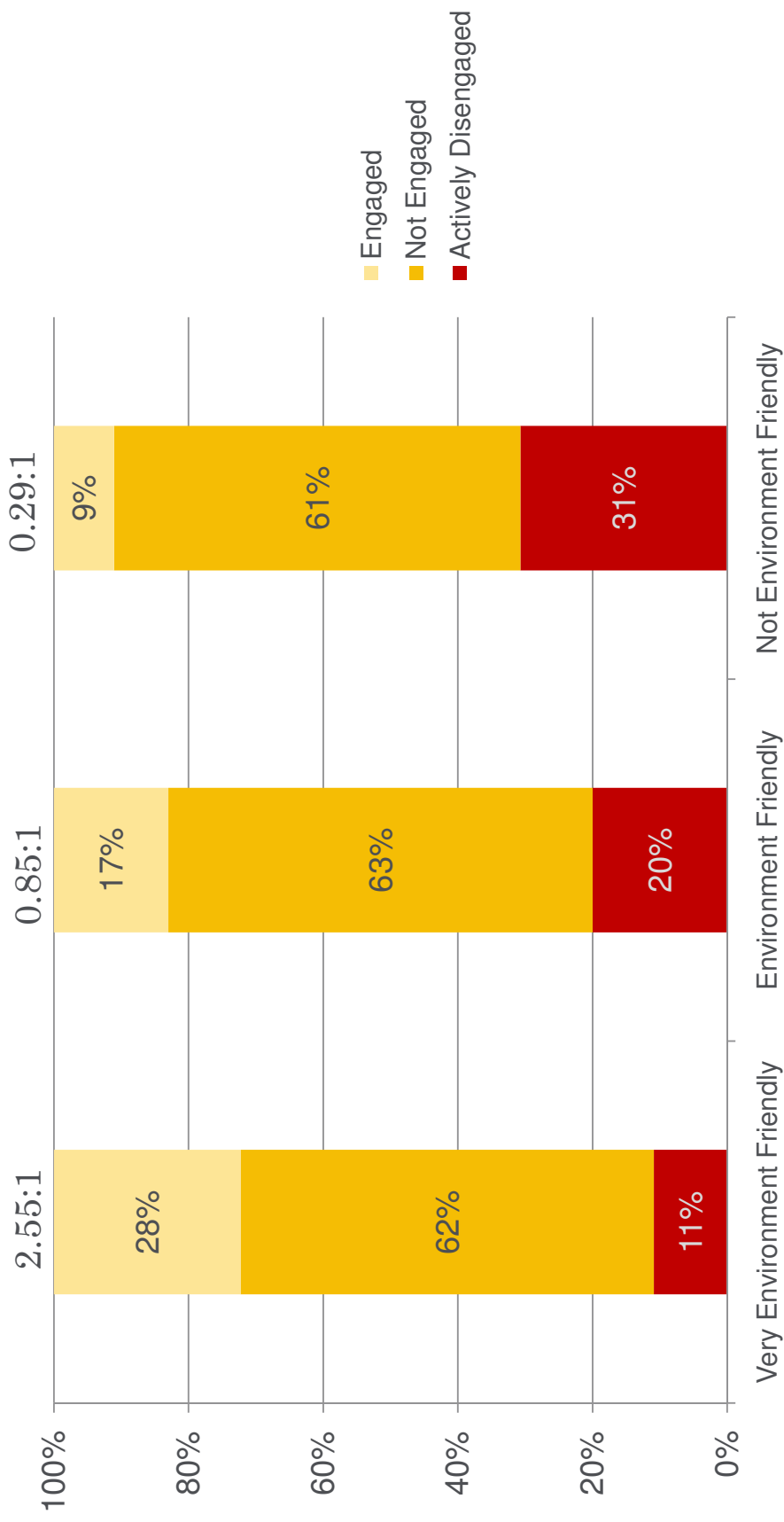
Engagement Index – Country Comparisons



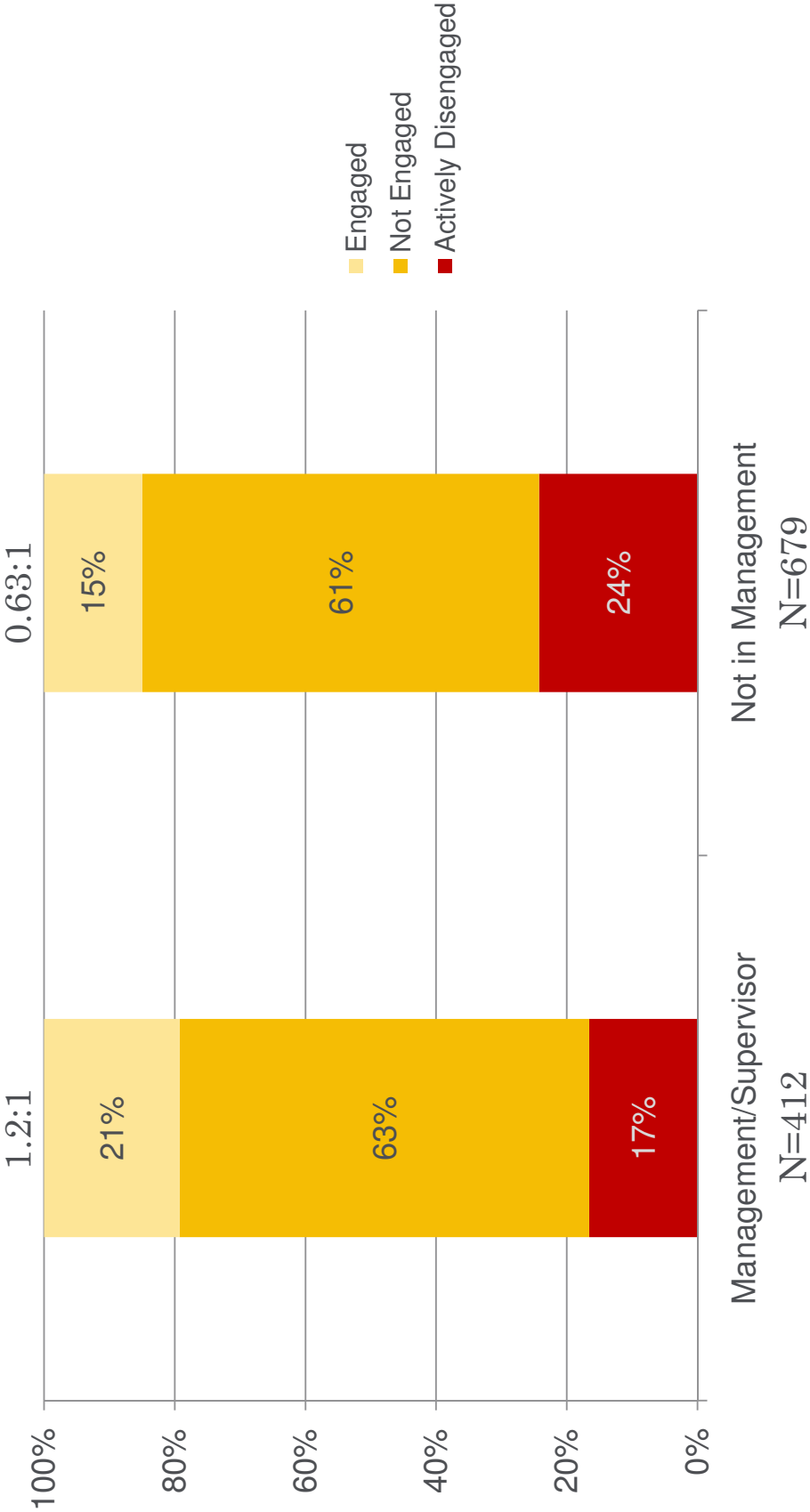
Engagement Index – by State



Environment Friendliness of Organisation



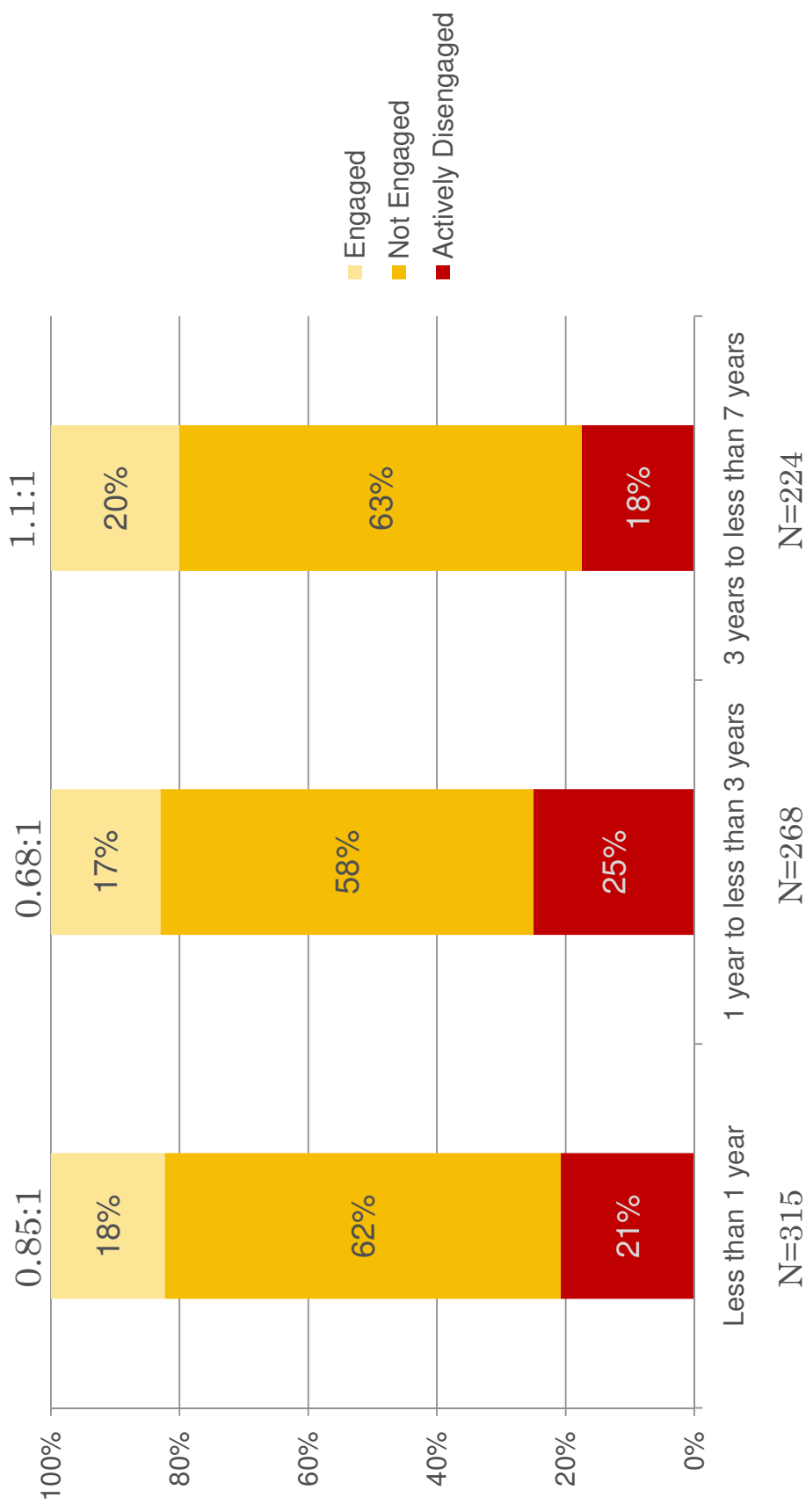
Engagement Index-by level



Engagement Index-by industry



Engagement Index - by length of time with manager/supervisor



Cost of disengagement

The AUS\$42.1 billion estimate was based on a different economic measure – Australia's Gross Domestic Product in the year 2007.

The GDP figure was divided by the total number of workers in Australia to yield AUS\$117,288 worth of goods or services per worker last year. Again applying standard utility analysis methods, the Gallup statisticians found that a 4.1% increase in output per worker would be attributable to eliminating active disengagement from the workforce.

This 4.1% increase, applied against the AUS\$117,288 average output figure amounts to AUS\$4,768 per person in the total workforce, or AUS\$42.1 billion overall.