How to measure work engagement

Key Finding: Work engagement can be defined as a unique positive, fulfilling, work related state of mind that is characterized by vigor, dedication, and absorption. It can be measured using a valid and reliable self-reporting questionnaire - the UWES (Utrecht Work Engagement Scale).

Executive summary: The UWES utilizes three scales to determine the level of work engagement: Vigor, dedication, and absorption. It is a test of how to measure work engagement both on an individual and on group level:

1. Vigor: refers to high level of energy and mental resilience while working, the willingness to invest effort in one's work, and persistence in the face of difficulties.
2. Dedication refers to being involved in one's work, finding meaning in one's work, being challenged, and experiencing sense of enthusiasm, inspiration and pride.
3. Absorption refers to being fully concentrated and engrossed in one's work, whereby time passes quickly and one has difficulties detaching oneself from work.

The UWES Questionnaire
It includes 7 response options whereby 0=never to 6=always

VIGOR
1. At my work I feel like bursting with energy.
2. At my job I feel strong and vigorous.
3. When I get up in the morning, I feel like going to work.
4. I can continue to work for long periods of time.
5. At my job, I am mentally resilient.
6. At my job, I always persevere, even when things do not go well.

DEDICATION
1. I find the work that I do meaningful and purposeful.
2. I am enthusiastic about my job.
3. My job inspires me.
4. I am proud of the work that I do.
5. My job is challenging enough.

ABSORPTION
1. Time flies when I am at work.
2. When I work, I forget everything else around me.
3. I feel happy when I work intensively.
4. I am immersed in my work.
5. I get carried away when I work.
6. It is difficult to detach myself from my job.

Practical Implications:
➢ Findings of this study contribute towards standardizing UWES scores, thus allowing meaningful comparisons to be made.
➢ Managers and consultants will be able to make better-informed decisions when using work engagement data.


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