

Measuring Connection

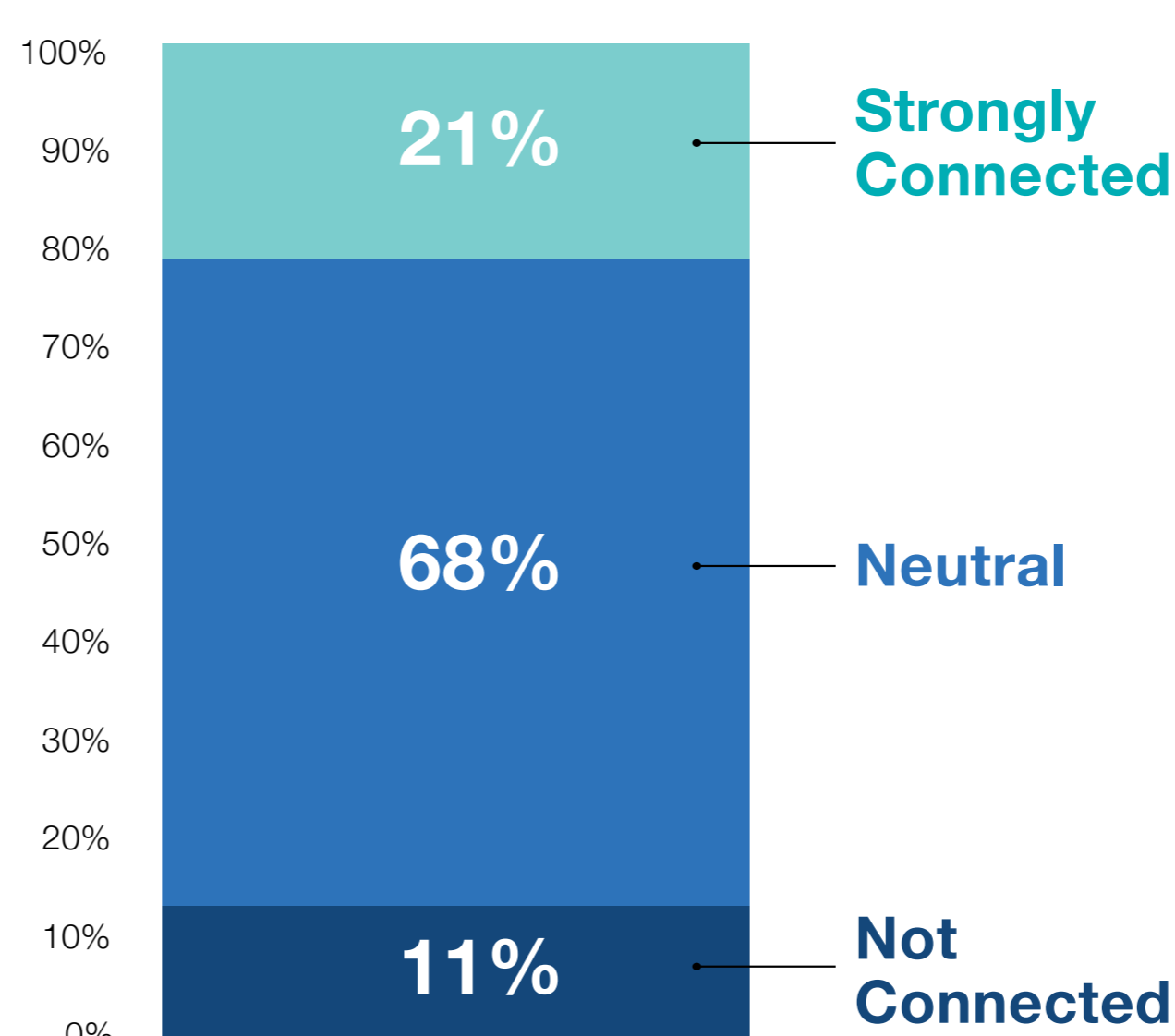


The Study

The ADP Research Institute designed a reliable metric, the **Connection XPerience Score (ConnectionXPS)**, to measure people's feelings of being seen, heard, and valued. Three categories were created to separate the data into distinct levels of Connection, each providing a story of the experiences of the employees.

Baseline of the U.S. working population

Based on the 2021 stratified random sample of working adults in the U.S., this is the current baseline for the United States:



What does it mean to be Strongly Connected?

How people answer the ConnectionXPS metric items has a strong relationship to these simple outcome measures. For example:



Those who are **Strongly Connected** are **14X more likely** than those who are **Not Connected** to believe that their voice matters at work.

Those who are **Strongly Connected** are **15X more likely** than the **Not Connected** group to feel like they are an important part of the company.

Those who are **Strongly Connected** are **19X more likely** than the **Not Connected** group to feel like they belong at work.

Those who are **Strongly Connected** are **28X more likely** than the **Not Connected** group to feel completely accepted at work.

What does it mean to be Not Connected?

Only a handful of the respondents in this category can endorse the feelings of having their voice heard, having a sense of belonging to their company, or being completely accepted at work:

Only 5% of the **Not Connected** group feel their voice matters.

Only 4% of the **Not Connected** group feel like an important part of the company.

Only 4% of the **Not Connected** group feel like they belong in their workplace.

Only 3% of the **Not Connected** group feel like they are completely accepted at work.



Download the full report at ADPRI.org

