

Employee Engagement Metrics from AIHR

A free template to measure and track employee engagement.

WHAT'S INSIDE

01

10 key employee engagement metrics, from eNPS and turnover to a composite engagement score.

02

A short description and the exact formula for each metric, so you know what to measure and how.

03

Fill-in fields to enter your data and record your result for every metric.

04

Metrics grouped by theme, retention, survey-based, performance, and reputation, so you can pick what fits your priority.

KEEP LEARNING WITH AIHR

FEATURED VIDEO LESSON

Turn Engagement Into Better People Decisions

Measuring engagement is only the start. Preview lessons from **AIHR's People Data & Business Insights Certificate Program** to:

- Analyze and interpret HR data with more confidence
- Build HR dashboards and reports in Excel and Power BI
- Turn engagement metrics into insights leaders can act on



PREVIEW LESSON

Employee Engagement Metrics

Metric	What it measures	How to calculate
Retention and attendance		
Voluntary turnover rate	Share of employees who leave voluntarily over a set period.	$(\text{Voluntary departures} \div \text{average number of employees}) \times 100$
Employee retention rate	Proportion of employees who stay over a set period.	$(\text{Employees who stayed the whole period} \div \text{employees at the start}) \times 100$
Absenteeism rate	Level of unplanned absence across the workforce.	$(\text{Absent days} \div \text{available workdays}) \times 100$
Survey-based		
Employee Net Promoter Score (eNPS)	Willingness to recommend you as an employer	% promoters – % detractors
Employee satisfaction	How content people are with the job overall	Average score across satisfaction survey questions (1 to 5 scale)
Employee engagement score / index	Composite engagement level from a survey	$(\text{Average pulse rating} \div \text{maximum possible rating}) \times 100$
Performance and outcomes		
Employee performance	Level of unplanned absence across the workforce.	Track quality, quantity, efficiency, and organizational impact measures
ROI of engagement	Level of unplanned absence across the workforce.	$((\text{Financial gains} - \text{program cost}) \div \text{program cost}) \times 100$
Customer satisfaction (CSAT)	Level of unplanned absence across the workforce.	$(\text{Satisfied responses} \div \text{total responses}) \times 100$
Reputation		
Glassdoor / employer review rating	How current and former employees describe you publicly.	Average rating on a 1 to 5 scale, read alongside recurring review themes

Related Resources

Explore more expert insights and tools from the Academy to Innovate HR

FREE TEMPLATE



HR Formulas and Functions in Excel [Free Download]

Calculate your HR and engagement metrics faster with a ready set of Excel formulas and functions.

EXPLORE



RESOURCE LIBRARY



51 HR Metrics Cheat Sheet

A quick-reference guide to the HR metrics that matter most and how to calculate each one.

EXPLORE



CERTIFICATE PROGRAM



People Data & Business Insights Certificate Program

Learn to analyze HR data, build dashboards, and turn engagement metrics into decisions leaders can use.

EXPLORE

