

Revisiting the Validity and Reliability of the Gallup Workplace Audit in a South African Petrochemical Company

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ABSTRACT Satisfaction at work has become a widespread focus of researchers. The Gallup Q12 Workplace Audit is an instrument that measures employee engagement on a 12-item scale. The aim of this exploratory study was to revisit the validity and reliability of the Gallup Workplace Audit (GWA) as a measure of employee engagement in a petrochemical company. Furthermore, the study aimed to determine whether the GWA, which is an international survey, can be used effectively in South Africa. A cross-sectional survey design with an accidental sample (N = 2 588) was used. First results showed that none of the items needed to be eliminated from the scale, and that the scale itself had a very high reliability. Descriptive statistics such as frequency counts were used to describe the sample. Acceptable internal consistency was reached through an exploratory factor analysis which resulted in a one-factor model of work engagement. The results confirmed that this international survey can be utilised effectively in the South African context. Recommendations for future research conclude this article.