

## Survey Overview

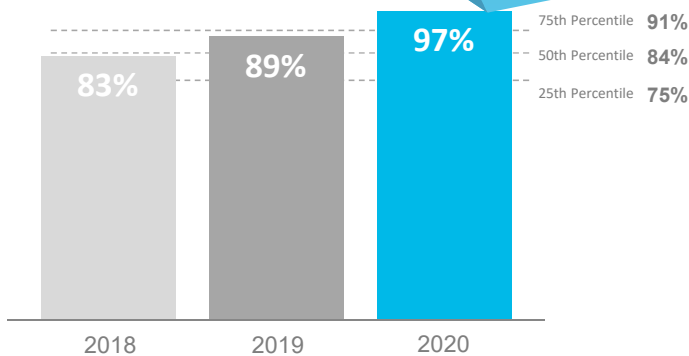
Survey Period: **Jun 12 to Jun 23, 2020**  
 Survey Method: **Online**  
 Total Employees: **306**  
 Total Surveys: **297**

The following report was created to provide insight into the wants and needs of employees and to help improve workplace satisfaction, engagement and productivity. Other than the NPS section, the questions were on a 5 point scale, ranging from (1) Strongly Dislike to (5) Strongly Like. This allows for ease of analysis and comparison. Percentages were calculated for each question and section.

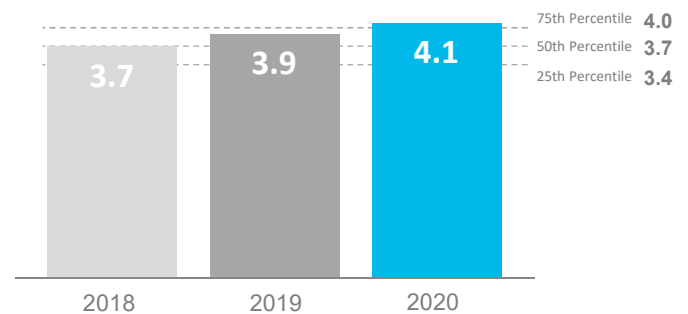
overall participation rate

overall average across all topics

Participation Rate



Overall Average  
(Average Responses on 5 Point Scale)



## SUMMARY RESULTS

TOP Performing Areas		2020 % 4/5	2020 Avg.	2019 Avg.
# 48	I am willing to give extra effort to help my company succeed	96%	4.5	4.4
# 49	I have a good working relationship with my direct manager	90%	4.4	4.4
# 16	My job is an important contributor to the overall mission and purpose	90%	4.4	4.4
# 5	ACME has a culture of diversity and inclusion	89%	4.4	4.4
# 34	My manager has a sincere interest in my well-being	85%	4.3	4.1

BOTTOM Performing Areas		2020 % 4/5	2020 Avg.	2019 Avg.
# 47	I am doing a good job at managing poor performers	48%	3.5	3.1
# 46	My skill-set and job performance, compared to other employees, is in line with my pay	63%	3.6	3.4
# 45	My direct manager is doing a good job of retaining highly performing employees	63%	3.7	3.1
# 44	My direct manager receives high quality feedback from other units	62%	3.7	3.4
# 43	My direct manager provides the necessary training to help me do my job well	69%	3.8	3.3

top & bottom performing questions

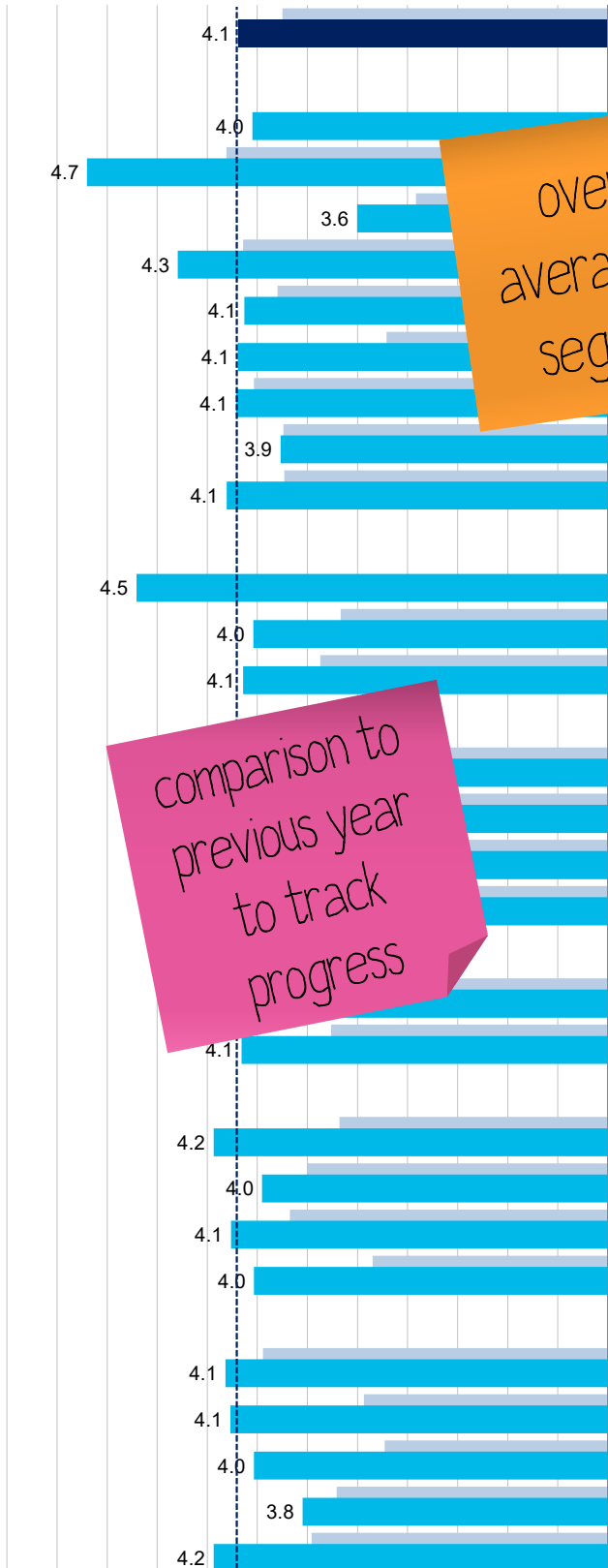


## Segment Overview

### Overall Averages

(Average Responses on 5 Point Scale)

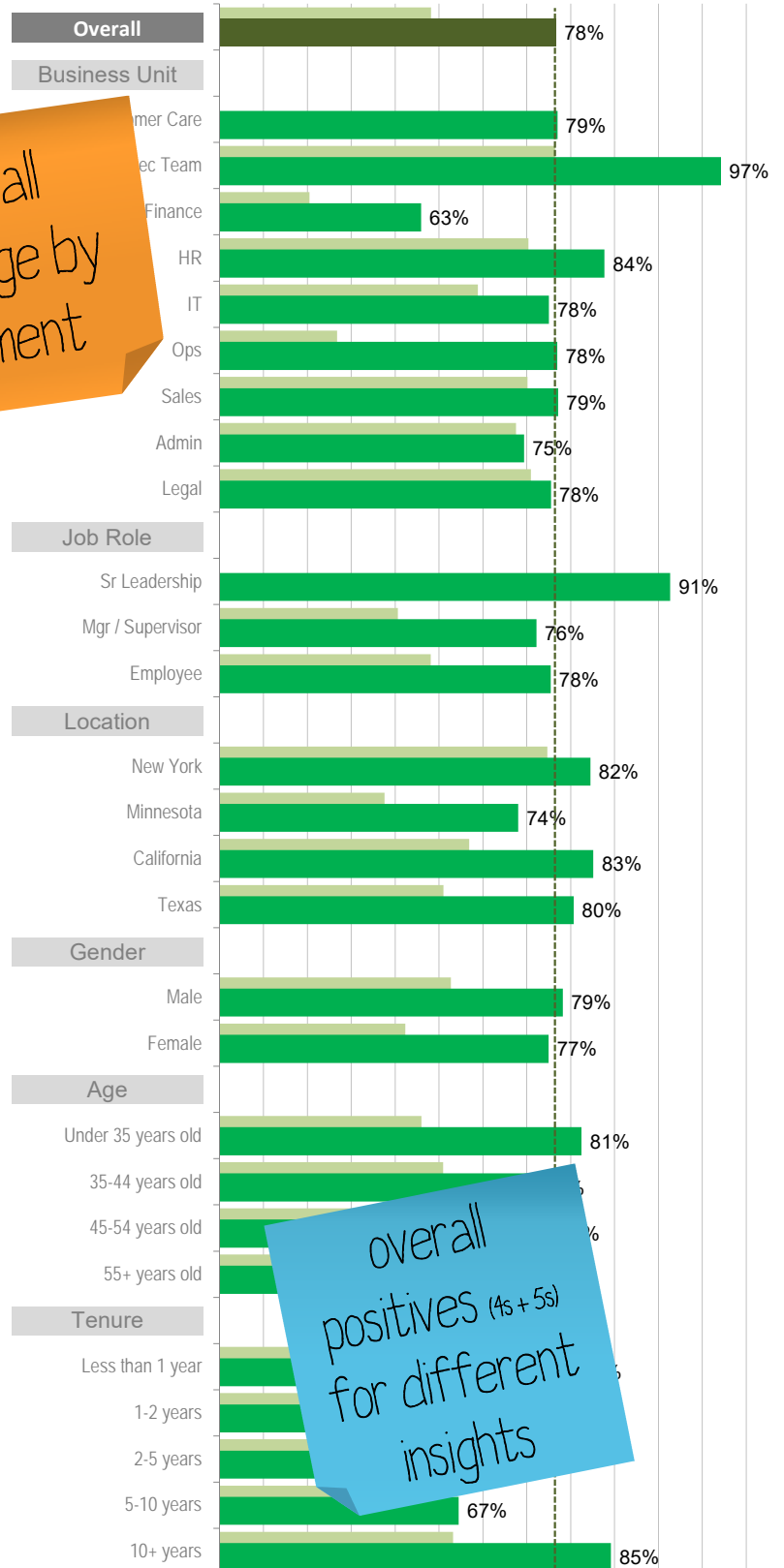
2019 2020



### % Positives

(% Responses of 4s + 5s)

2019 2020

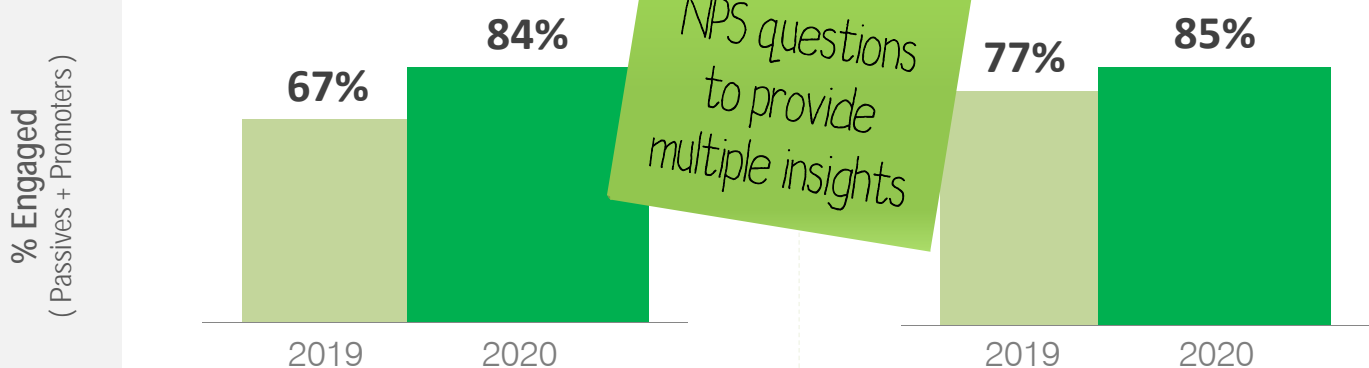
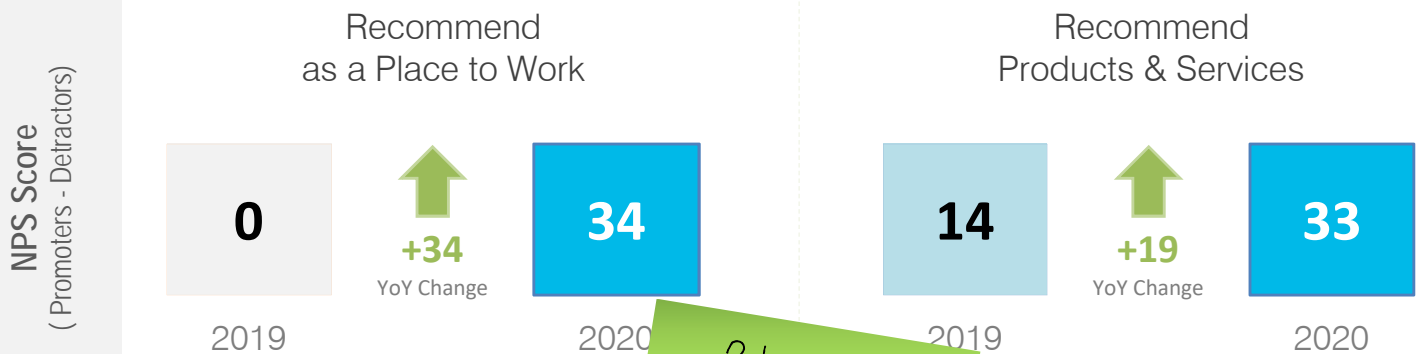
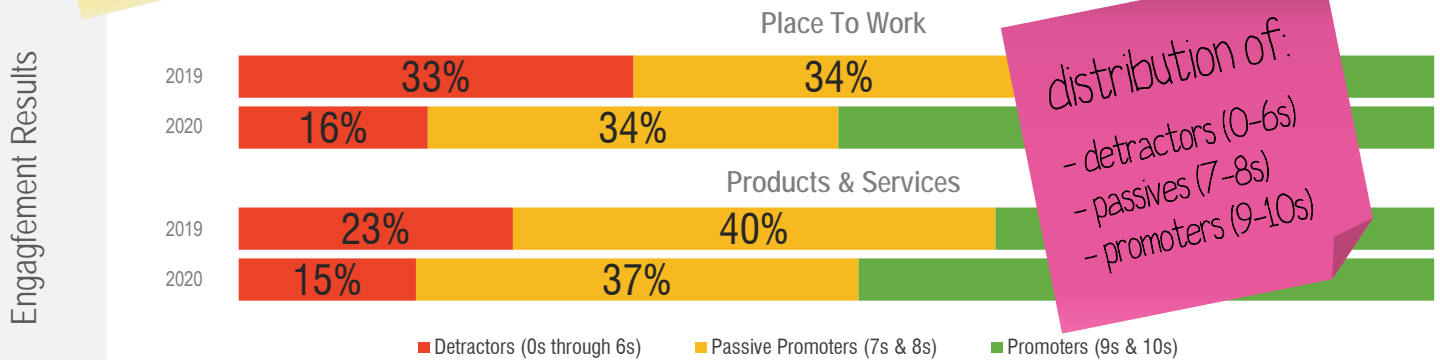
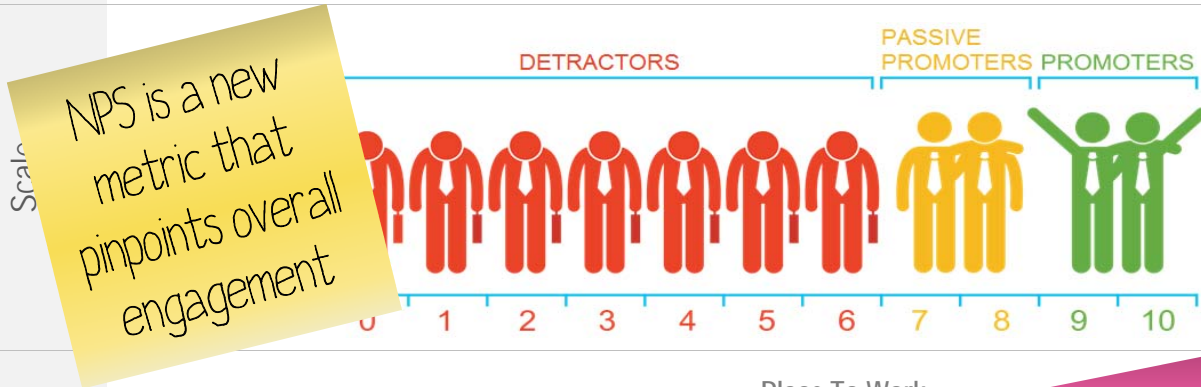


## Employee Net Promoter Score (NPS)

**Description**

Employee Net Promoters Scores provide a single unifying goal for an entire organization to strive towards.

NPS provides a single metric that has proven to be highly correlated with all of the underlying themes within employee satisfaction, engagement & overall future corporate success.



## Recommend as a Place to Work

%Engaged = % Passive Promoters + % Promoters



## Promoters

## NPS Scoring Breakdown - Recommend as a Place to Work

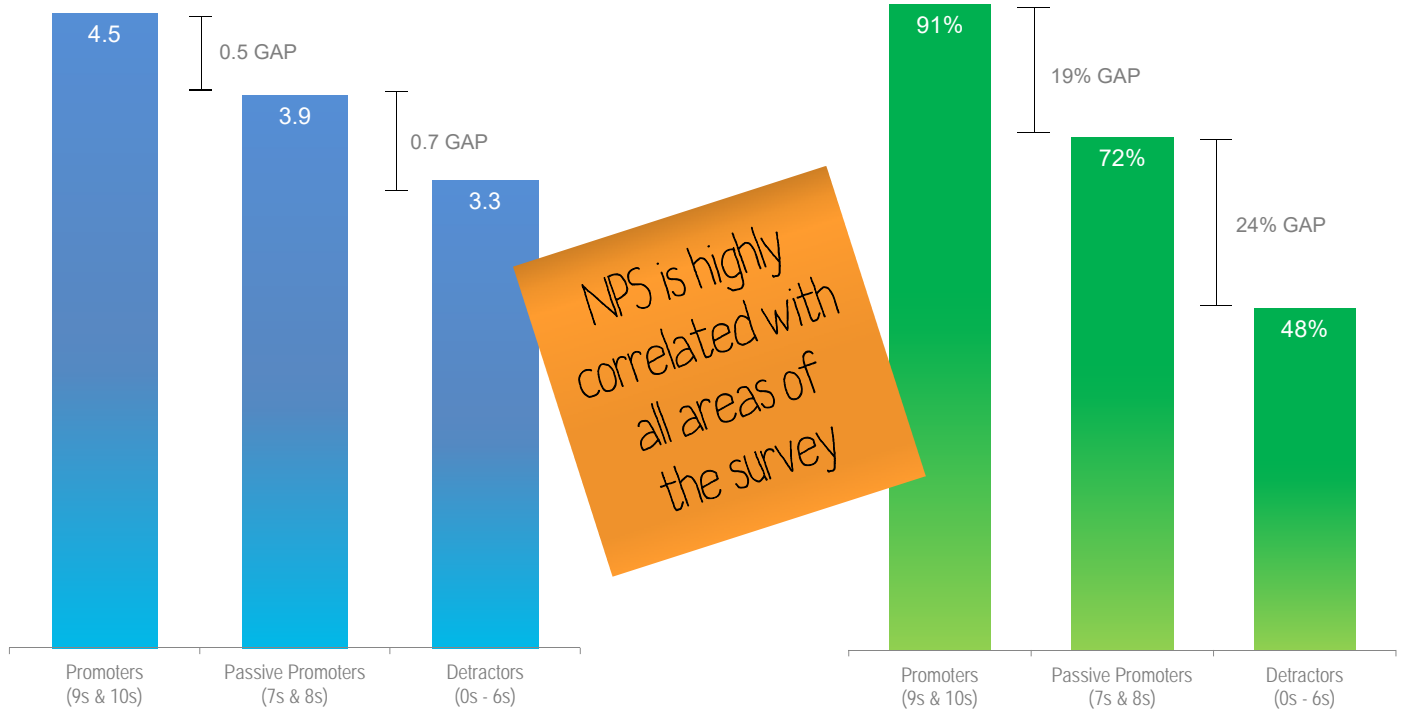
The following analysis illustrates the importance of the NPS groupings and the resulting impact on overall satisfaction & engagement. As shown below, there is a high correlation between the NPS ratings and the overall feedback provided from across all other questions.

### Overall Averages

(Average Responses on 5 Point Scale)

### % Positives

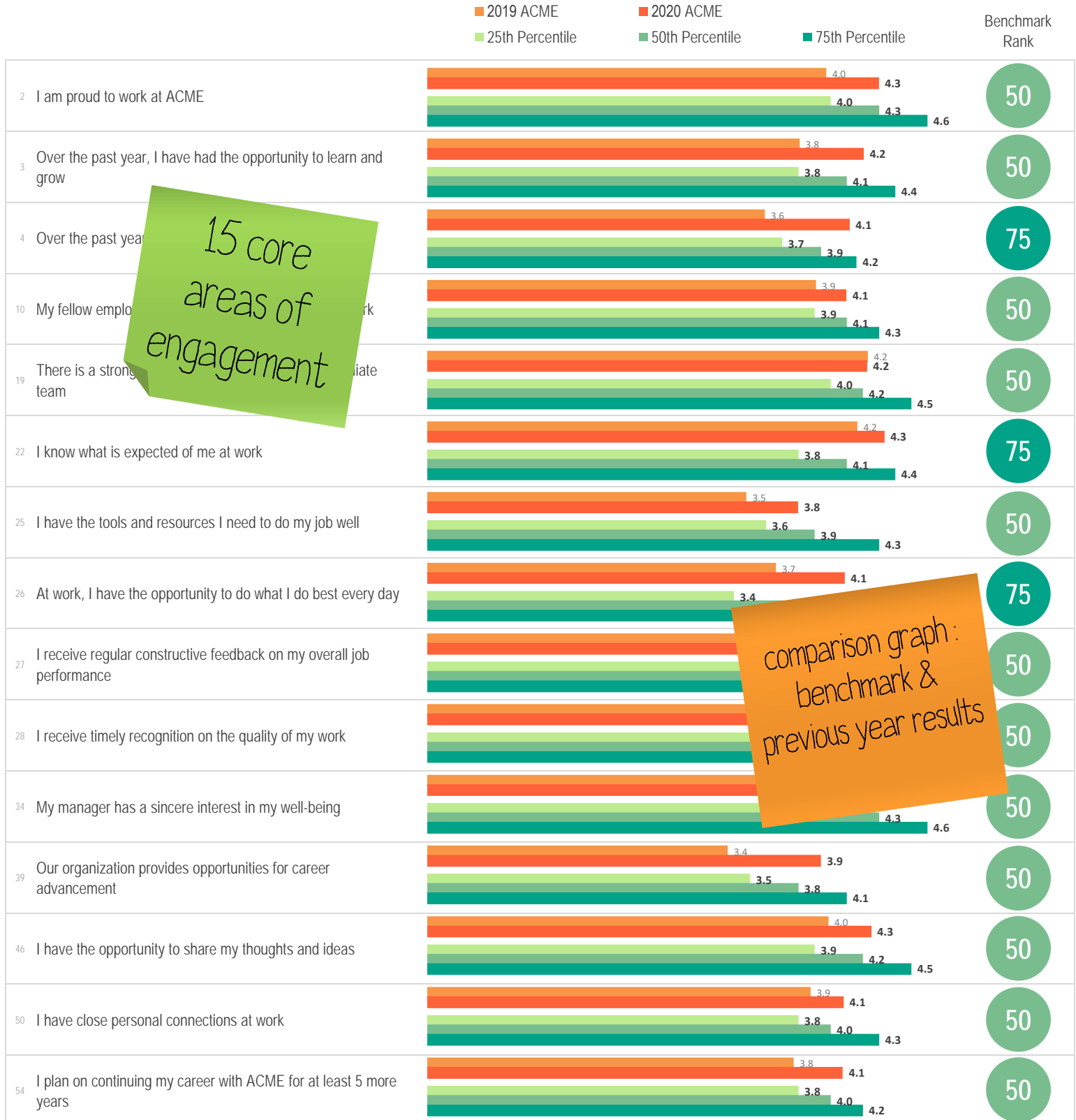
(% Responses of 4s + 5s)



	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)
NPS - Place to Work					
Promoters	2%	8%	35%	56%	
Passive Promoters	4%	24%	50%	22%	
Detractors	6%	16%	30%	40%	8%
Overall	1%	5%	16%	42%	36%

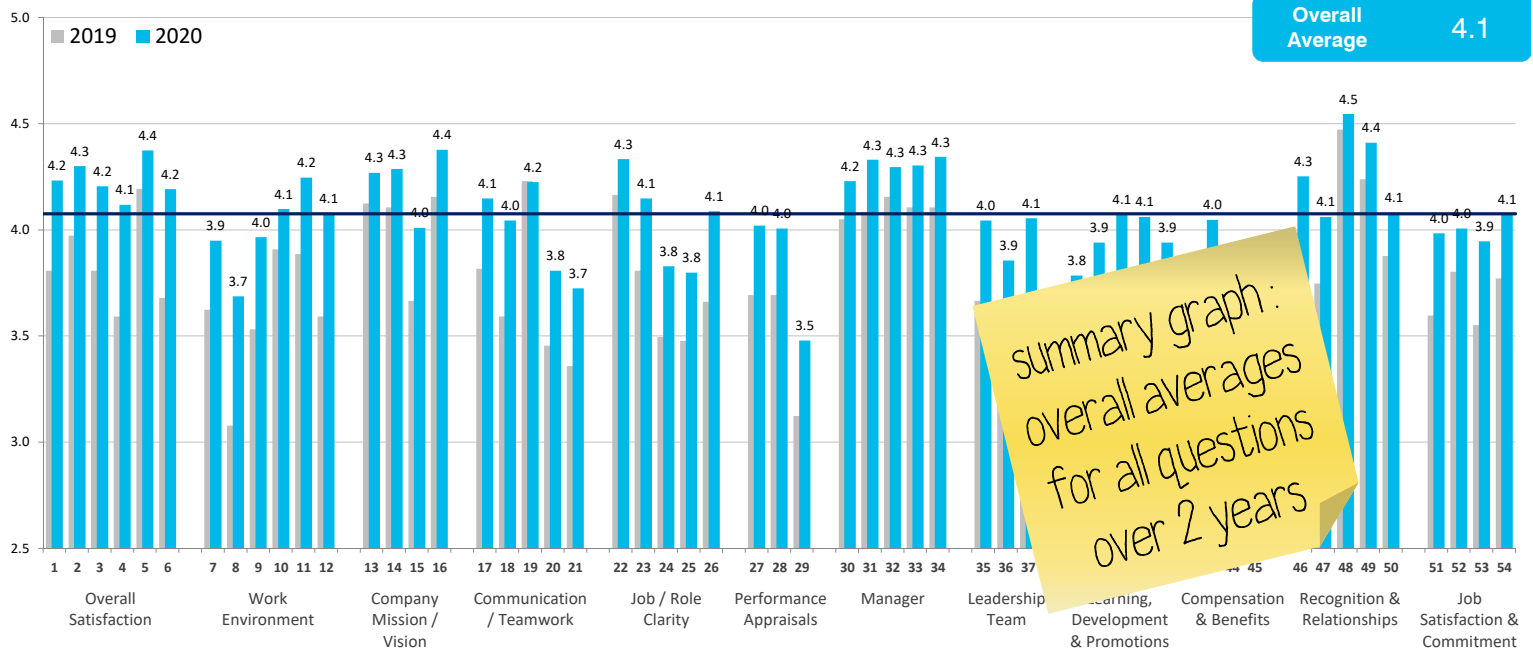
## Benchmark Comparisons

\*The benchmark averages provided below are based on the results of 100 companies that have conducted an Employee Engagement Survey within the past year. The benchmark has been customized to match your company size & geography.  
(Region= United States, Size= 250-500 Employees, Industry= Technology / Software).

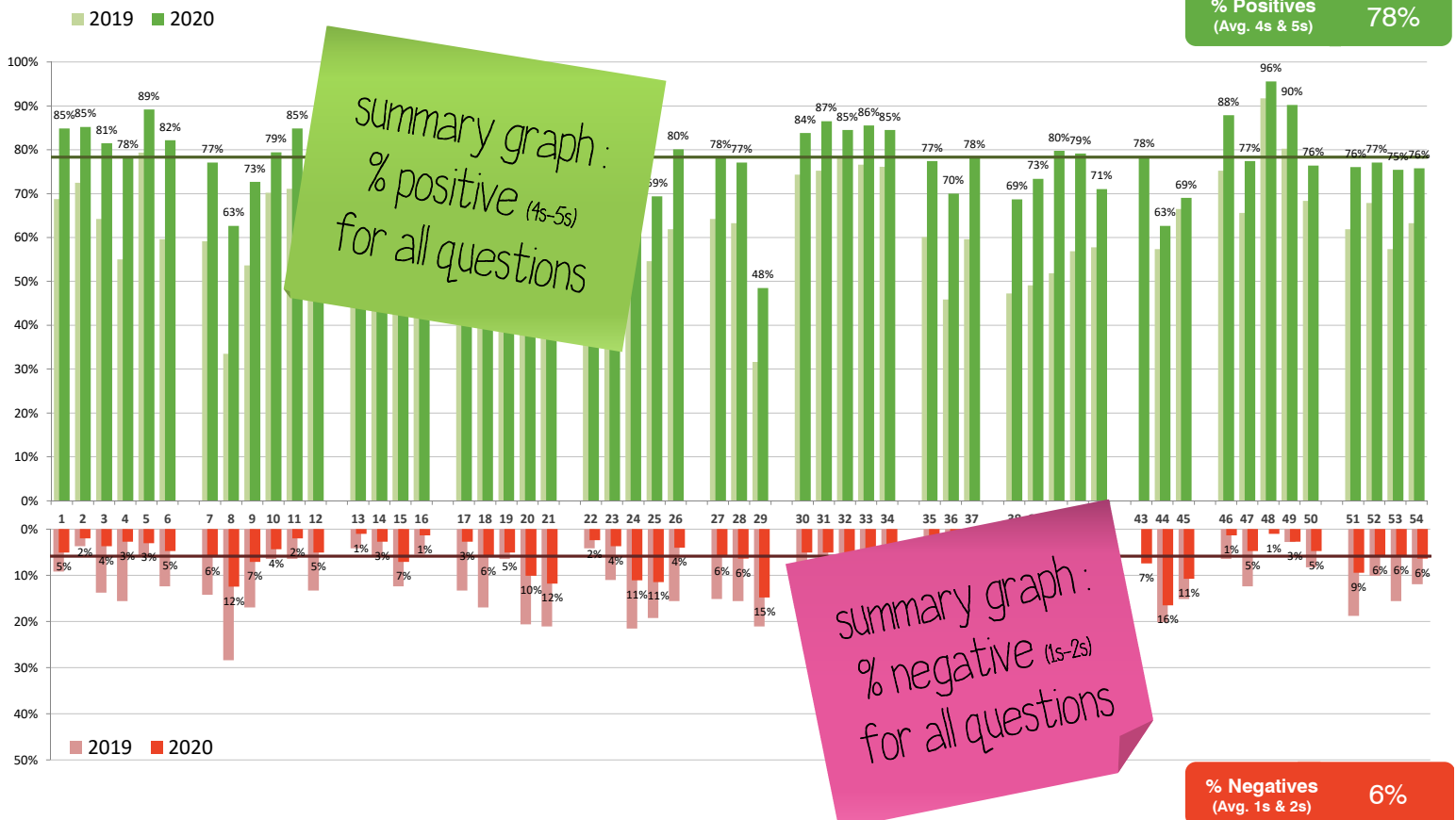


## Summary Results

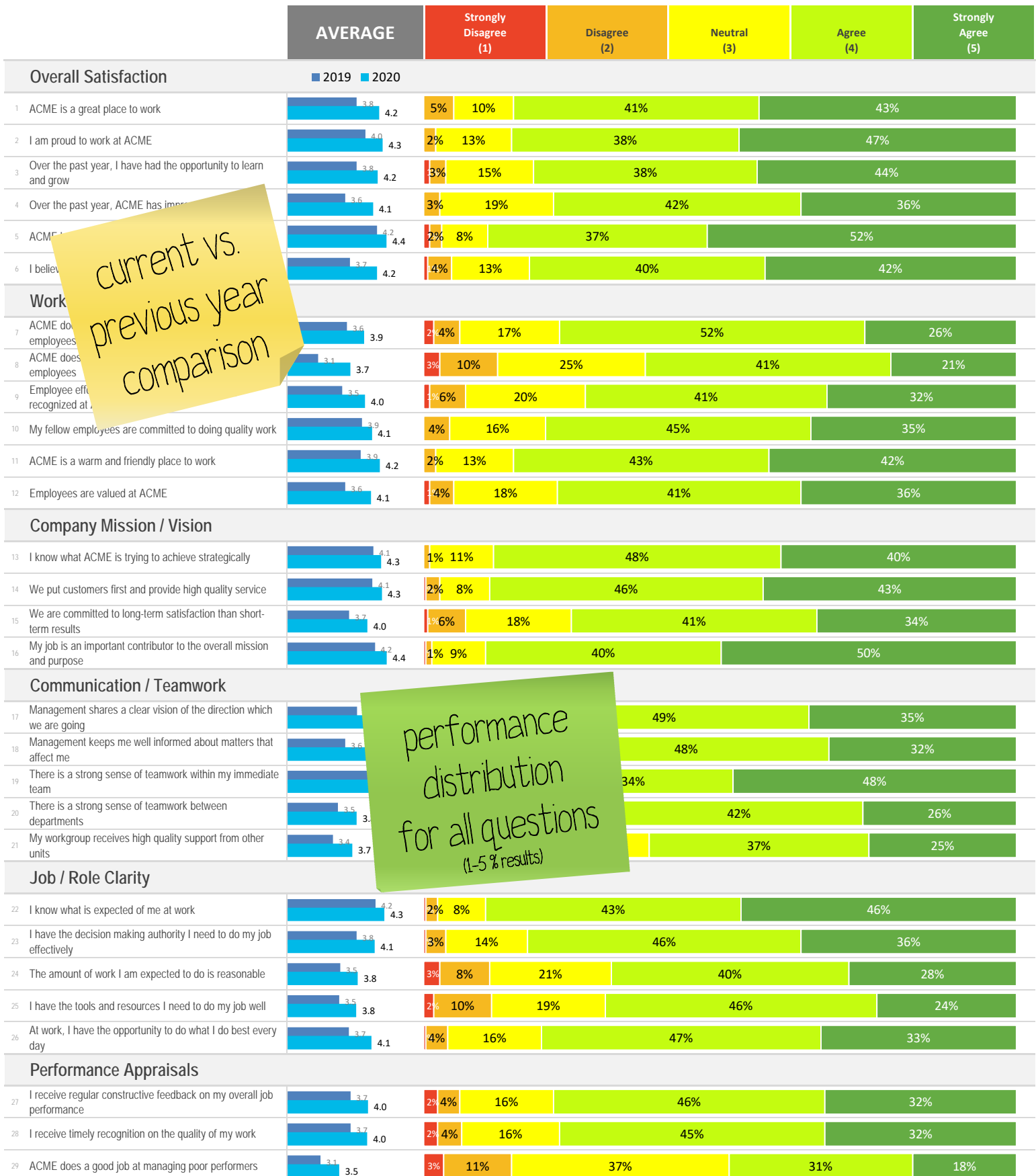
### Average Graph Summary



### % Positives vs. % Negatives



## Overall Results





## Year-Over-Year Comparisons

↑ ↓ +/- 0.2 from Previous Year	2017	2018	2019	2020
<b>OVERALL RESULTS</b>	<b>3.5</b>	<b>3.7</b>	<b>3.9</b> ↑	<b>4.1</b> ↑
1 ACME is a great place to work	3.7	3.8	3.8	3.9
2 I am proud to work at ACME	4.0	3.9	4.0	4.1
3 Over the past year, I have had the opportunity to learn and grow	3.8	3.9	3.8	3.6 ↓
4 Over the past year, ACME has improved for the better	3.5	3.5	3.6	3.6
5 ACME has a culture of diversity and inclusion	4.0	4.3 ↑	4.2	4.2
6 I believe ACME will act on the results of this survey	3.1	3.5 ↑	3.7 ↑	4.2 ↑
7 ACME does a good job of recruiting highly qualified employees	-	3.5	3.6	3.5
8 ACME does a good job of retaining highly qualified employees	2.5	3.1	3.1 ↑	3.0
9 Employee efforts and achievements are properly recognized at ACME	-	3.5	3.5	3.6
10 My fellow employees are committed to doing quality work	3.7	3.9	3.9	4.0
11 ACME is a warm and friendly place to work	3.8	3.8	3.8	4.2 ↑
12 Employees are valued at ACME	3.7	3.7	3.6	3.8 ↑
13 I know what ACME is trying to achieve strategically	-	4.0	3.8 ↓	3.6 ↓
14 We put customers first and provide high quality service	3.8	3.9	4.1 ↑	4.2
15 We are committed to long-term satisfaction than short-term results	3.6	3.5	3.7 ↑	3.8
16 My job is an important contributor to the overall mission and purpose	4.0	4.2 ↑	4.2	4.2
17 Management shares a clear vision of the direction which we are going	-	3.5	3.6	3.7
18 Management keeps me well informed about matters that affect me	-	3.8	3.6 ↓	3.7
19 There is a strong sense of teamwork within my immediate team	4.1	4.0	4.1	4.2
20 There is a strong sense of teamwork between departments	-	3.0	3.5 ↑	3.6
21 My workgroup receives high quality support from other units	-	3.5	3.4	3.7 ↑
22 I know what is expected of me at work	-	4.2	4.2	4.3
23 I have the decision making authority I need to do my job effectively	-	4.0	3.8 ↓	3.9
24 The amount of work I am expected to do is reasonable	-	3.2	3.5 ↑	3.6
25 I have the tools and resources I need to do my job well	3.6	3.7	3.5 ↓	3.8 ↑
26 At work, I have the opportunity to do what I do best every day	-	3.7	3.7	4.1 ↑
27 I receive regular constructive feedback on my overall job performance	-	4.2	3.7 ↓	4.0 ↑

arrows  
depicting year  
over year  
changes

## Section Overview

SECTION CATEGORY	Business Unit										
	Overall	Customer Care	Exec Team	Finance	HR	IT	Ops	Sales	Admin	Legal	Marketing
	n = 297	n = 10	n = 11	n = 12	n = 7	n = 80	n = 10	n = 10	n = 6	n = 8	n = 6
1 Overall Satisfaction	4.1	4.1	4.6	4.1	4.5	4.0					3.9
2 Work Environment	4.0	3.9	4.3	3.5 ↓	4.1	4.0					3.7
3 Company Mission / Vision	3.9	3.8	4.1	4.2	4.4 ↑	4.3 ↑ +2					3.4 ↓
4 Communication / Teamwork	4.0	3.8	4.3	4.0 +6	4.3	4.3 ↑ +4	3.8	3.9	4.0	3.9	4.0
5 Job / Role Clarity	4.0	3.9	4.5 ↑	3.9 +6	4.5	4.0	4.1	3.9	3.9	4.1	3.9
6 Performance Appraisals	3.8	3.8	4.3 ↑	3.3 ↓	4.4	3.9	3.7	3.8 +3	3.7	3.9	3.7
7 Manager	4.3	4.4	4.8 ↑	4.1	4.8	4.4	4.1 ↓	4.5 +4	4.4	4.7	4.4
8 Leadership Team	4.0	4.0	4.5 ↑	3.3 ↓	4.2	4.0 +2	4.0	4.1	3.8	3.9	3.8
9 Learning, Development	4.0	3.9	4.7 ↑	3.5 ↓	4.1	3.9 +2	4.0	3.9	3.7	3.9	3.7
10 Compensation & Benefits	3.8	3.9	4.6 ↑	3.6	3.8	3.8 +3	3.8	3.9	3.7	4.0	3.7
11 Recognition & Relationship	4.3	4.3	4.9 ↑	3.8 ↓	4.5	4.2	4.2	4.4	4.1	4.4	4.1
12 Job Satisfaction & Commitment	4.0	4.0	4.6 ↑	3.6	4.2	3.9	4.0	3.9	3.9	4.2	3.9
OVERALL AVERAGE	4.0	4.0	4.5 ↑	3.8	4.3	4.0	4.0	4.0	3.9	4.1	3.9

metrics reported  
by segment for  
quick comparisons

overall results  
by survey  
topics /  
themes

NPS - Place to Work (% Promoters - % Detractors)	34%	30%	91% ↑	-42% ↓	29%	25%	44%	32%	-17% ↓	50%	-17% ↓
% Promoter (9s + 10s)	50%	40%	91% ↑	0% ↓	43%	43%	59%	44%	17% ↓	63%	17% ↓
% Passive Promoters (7s + 8s)	34%	50% ↑	9% ↓	58% ↑	43%	40%	26%	44% ↑	50%	25%	50%
% Detractors (0s - 6s)	16%	10%	0% ↓	42% ↑	14%	18%	15%	12%	33%	13%	33%
NPS - Products & Services (% Promoters - % Detractors)	33%	40%	73% ↑	-25% ↓	43%	14% ↓	48%	26%	0%	63%	0%
% Promoter (9s + 10s)	48%	50%	73% ↑	8% ↓	57%	34% ↓	61% ↑	35% ↓	17% ↓	75% ↑	17% ↓
% Passive Promoters (7s + 8s)	37%	40%	27%	58% ↑	29%	46%	26% ↓	56% ↑	67% ↑	13% ↓	67% ↑
% Detractors (0s - 6s)	15%	10%	0% ↓	33% ↑	14%	20%	13%	9%	17%	13%	17%

## Question Averages

		Business Unit									
↑↓ Significantly Higher/Lower against Overall Average + / - Significantly Higher/Lower against 2019 Breakout	Overall	Customer Care	Exec Team	Finance	HR	IT	Ops	Sales	Admin	Legal	Marketing
	n = 297	n = 10	n = 11	n = 12	n = 7	n = 80	n = 129	n = 34	n = 6	n = 8	n = 12
Overall Satisfaction											
1 ACME is a great place to work	4.2	4.1	4.3	4.2	4.6	3.6 ↓	4.3	4.3	4.2	4.5	4.2
2 I am proud to work at ACME	4.1	4.3	4.5	4.1	4.7 ↑ +.7	4.0	4.2	3.7 ↓	3.8	4.7 ↑	4.3
3 Over the past year, I have had the opportunity to learn and grow	4.0	4.3	4.4	4.0	4.2	4.1	4.1	4.1	4.0	4.3	4.2
4 Over the past year, ACME has improved for the better	4.0	3.8	4.7 ↑	4.0	4.6 ↑	3.6 ↓	4.2 ↑	4.1	3.8	4.6 ↑	3.5 ↓
5 ACME has a culture of diversity and inclusion	4.4	4.3	4.6	4.4	4.7	4.3	4.4	4.5	4.0	4.3	4.4
6 I believe ACME will act on the results of this survey	4.2	3.8	5.0 ↑	4.2	4.4	4.1	4.3	3.6 ↓ -.2	3.8	4.3	4.2
Work Environment											
7 ACME does a good job of recruiting highly qualified employees	3.9 +.3	3.9	4.1	3.6	4.0	4.1	4.0	4.0	3.8	3.8	3.9
8 ACME does a good job of providing a safe and healthy work environment	3.7 +.6	3.4	4.0	3.1 ↓ -.5	3.4	3.5	3.5	3.5	3.5	3.6	3.7
9 Employee efforts and accomplishments are recognized	4.0 +.4	3.8	4.6 ↑	3.7	4.0	4.0	4.0	4.0	4.5 +.3	4.5	4.0
10 My fellow employees are motivated	4.1	4.0	4.3	3.5 ↓	4.6	4.0	4.0	4.0	4.0	4.0	4.1
11 ACME is a warm and friendly place to work	4.2 +.4	4.2	4.0	3.8	4.6	4.0	4.0	4.0	4.0	4.1	4.2
12 Employees are valued at ACME	4.2 +.5	3.8	4.6 ↑	3.4 ↓	3.9	4.0	4.0	4.0	3.8	3.8	4.1
Company Mission / Vision											
13 I know what ACME is trying to achieve strategically	4.0	3.9	3.9 -.6	4.2	4.3	3.9 -.3	4.1	4.3 ↑	3.6	3.5	4.0
14 We put customers first and provide high quality service	3.9 -.2	4.2	4.6 ↑	4.1	4.2	4.1	3.7	3.8 -.6	4.0	4.1	3.9
15 We are committed to long-term satisfaction than short-term results	3.7	3.8	4.1	4.0	4.3	4.0 ↑ +.3	3.7	3.8	3.4	3.5	4.3
16 My job is an important contributor to the overall mission and purpose	3.9 -.3	3.4 ↓	3.8	4.5 ↑	4.6 ↑	3.8	4.4 ↑	3.4 ↓	3.3 ↓	3.9	4.5 ↑
Communication / Teamwork											
17 Management shares a clear vision of the direction which we are going	4.1 +.3	4.1	4.7 ↑	4.3	4.3	4.2	4.1	4.3	4.2 +.3	4.0	3.9
18 Management keeps me well informed about matters that affect me	4.0	3.9	4.2	4.5 ↑	4.0	4.0	4.0	4.3 ↑	4.2 +.3	4.0	4.0
19 There is a strong sense of teamwork within my immediate team	4.2	3.9	4.3	4.0	4.6	4.4	4.2	4.2	4.0 -.2	4.1	4.0
20 There is a strong sense of teamwork between departments	3.8	3.6	4.2	3.6	4.4 ↑	3.9 +.3	3.8	3.5 ↓ -.3	3.8 -.3	3.8	3.6
21 My workgroup receives high quality support from other units	3.7 +.4	3.4	4.1	3.5	4.0	3.8 +.3	3.8	3.2 ↓ -.5	4.0 +.2	3.8	3.5
Job / Role Clarity											
22 I know what is expected of me at work	4.1	4.4	4.9 ↑	4.6 ↑	4.4	4.2	4.2	4.2	4.5	4.5	4.1
23 I have the decision making authority I need to do my job effectively	4.0	4.2	4.6 ↑	4.5 ↑	4.4	4.1	4.1	4.1	4.6	4.6	4.0
24 The amount of work I am expected to do is reasonable	3.8	3.5	4.2	3.4	4.3	3.8	3.8	3.8	4.0	4.0	3.4
25 I have the tools and resources I need to do my job well	3.8	3.6	4.2	3.4 +.5	4.6 ↑	3.9	3.9	3.9	4.1	4.1	3.4 +.5
26 At work, I have the opportunity to do what I do best every day	4.1 +.4	3.9	4.4	3.8 +.6	4.6	4.0	4.0	4.0	4.1	4.1	3.8 +.6
Performance Appraisals											
27 I receive regular constructive feedback on my overall job performance	4.0 +.3	4.0	4.3	3.5 ↓	4.6	4.1	3.9	4.2	3.7	4.1	3.9
28 I receive timely recognition on the quality of my work	4.0 +.3	4.0	4.4	3.4 ↓	4.6	4.0	3.9	4.2	4.0	4.3	4.0
OVERALL AVERAGE	4.0	4.0	4.5 ↑	3.8	4.3	4.0	4.0	4.0	3.9	4.1	3.8

results provided  
for all questions  
& breakouts

statistical  
significant  
arrows vs.  
overall results

+/- change from  
previous year  
denoted for  
every score

## Qualitative Verbatim

Topic / Section	Employee Comments	Department
Place to Work Promoter (9s & 10s)	I love my job and my co-workers are always kind and friendly.	Admin
Place to Work Promoter (9s & 10s)	We have made a lot of changes in the office, from employees, to new clients to new	HR
Place to Work Passive (7s & 8s)	It is hard to move up the ladder in this company and it is becoming very discouraging. I work very hard.	IT
Place to Work Detractor (1s - 6s)	The atmosphere needs to be improved, it is dull and boring.	Sales
Place to Work Detractor (1s - 6s)	I am not fairly compensated for the work that I do.	Finance
Overall Satisfaction	The company has a very in depth programs to help those in need. I believe that this is the driving force of the	
Overall Satisfaction	I don't like the fact that they have bought out small mom and pop shops to grow, yet the company is becoming a double edge sword.	
Overall Satisfaction	Everyday that I am there, I am creating more and more opportunities for the less fortunate to succeed.	Ops
Overall Satisfaction	You don't want to know the things that I have seen for this company to grow in success.	Finance
Work Environment	We just bought out a couple of new companies and we are growing because of it.	Ops
Work Environment	The supervisors will be the downfall of the company.	Admin
Work Environment	There is a lack of leadership that will start to affect the current day to day programs.	IT
Work Environment	They have monthly reviews and internal reviews and based on that we will do great.	Finance
Work Environment	The company will not be a success without a strong management team.	HR
Work Environment	They let go half of my team who do not know how to do the job properly. Not optimistic.	Sales
Customer Service	Everyone is very professional at the office, which translates into everyone working very hard.	IT
Customer Service	The Management team has always been good to me even when I was having a difficult time in my life.	Admin
Customer Service	My team finishes all tasks quickly, and I reward them for that. There is a sense of work hard and play hard.	HR
Teamwork	I think they try to implement things but a lot of it over the top and unachievable.	Finance
Teamwork	Our profits have doubled in the past 3 years.	Finance
Teamwork	The atmosphere needs to be improved, it is dull and boring.	Sales

qualitative  
verbatim  
report

includes a segment  
identifier for an  
in-depth analysis

unedited comments  
for every section  
within the  
questionnaire