

***Measure Employee  
Satisfaction to Make  
Meaningful Change***

# Agenda

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1. Why Measure Employee Satisfaction
2. Methods to Measure Employee Satisfaction
3. How to Measure Employee Satisfaction to Get Meaningful Results (for Growth and Change)
4. Success by Measuring Employee Satisfaction

# ***Why Measure Employee Satisfaction?***

# ***Why Measure Employee Satisfaction***

- Increase productivity and prevent burnout
- Gather true and honest feedback
- Reduce turnover
- Attract talent
- Improve employer brand

# ***Different Ways to Measure Employee Satisfaction***

# ***Different Ways to Measure Employee Satisfaction***

- Spreadsheets
- High-fiving in the hallways
- One-on-ones



***64% of leaders in a recent survey said that measuring employee satisfaction is very important.***

## ***eNPS Visual Scale***



**Promoters**

9-10



**Neutrals**

7-8



**Detractors**

0-6



*How likely are you to  
recommend your company  
as a place to work?*

Employee Satisfaction Survey Email



How likely are you to recommend Your Own Co  
as a place to work?

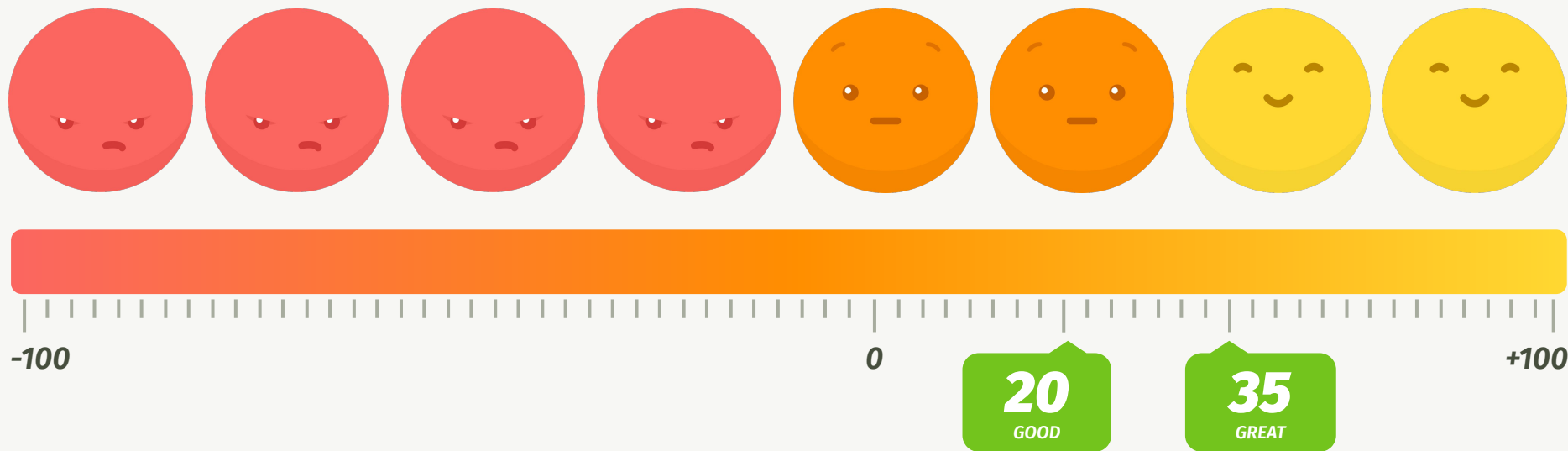
0 1 2 3 4 5 6 7 8 9 10  
VERY UNLIKELY VERY LIKELY

Select a number above. We will have one more question for you afterwards.  
**Please complete the survey by April 09, 2020.**

Remember, your feedback will be kept completely **anonymous**.

bambooHR

Done



***See eNPS in Action***

# eNPS Employee Survey

## Employee Satisfaction Survey Email



How likely are you to recommend Your Own Co  
as a place to work?

0 1 2 3 4 5 6 7 8 9 10  
VERY UNLIKELY VERY LIKELY

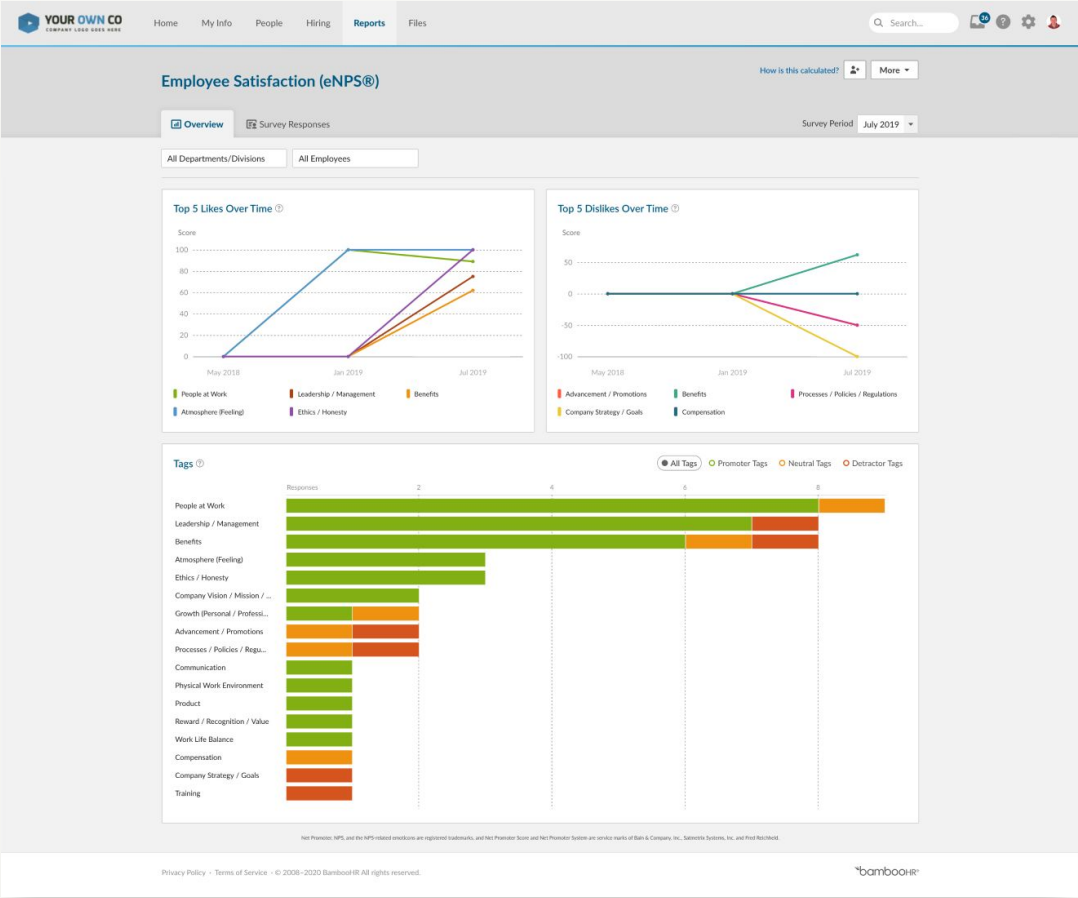
Select a number above. We will have one more question for you afterwards.  
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bambooHR

Done

# eNPS Score Over Time



# eNPS Employee Survey Responses

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Employee Satisfaction (eNPS®)

How is this calculated? [More](#)

Overview

Survey Responses

Survey Period July 2019

All Departments/Divisions

7 Selected

All Tags

Promoter Tags

Neutral Tags

Detractor Tags

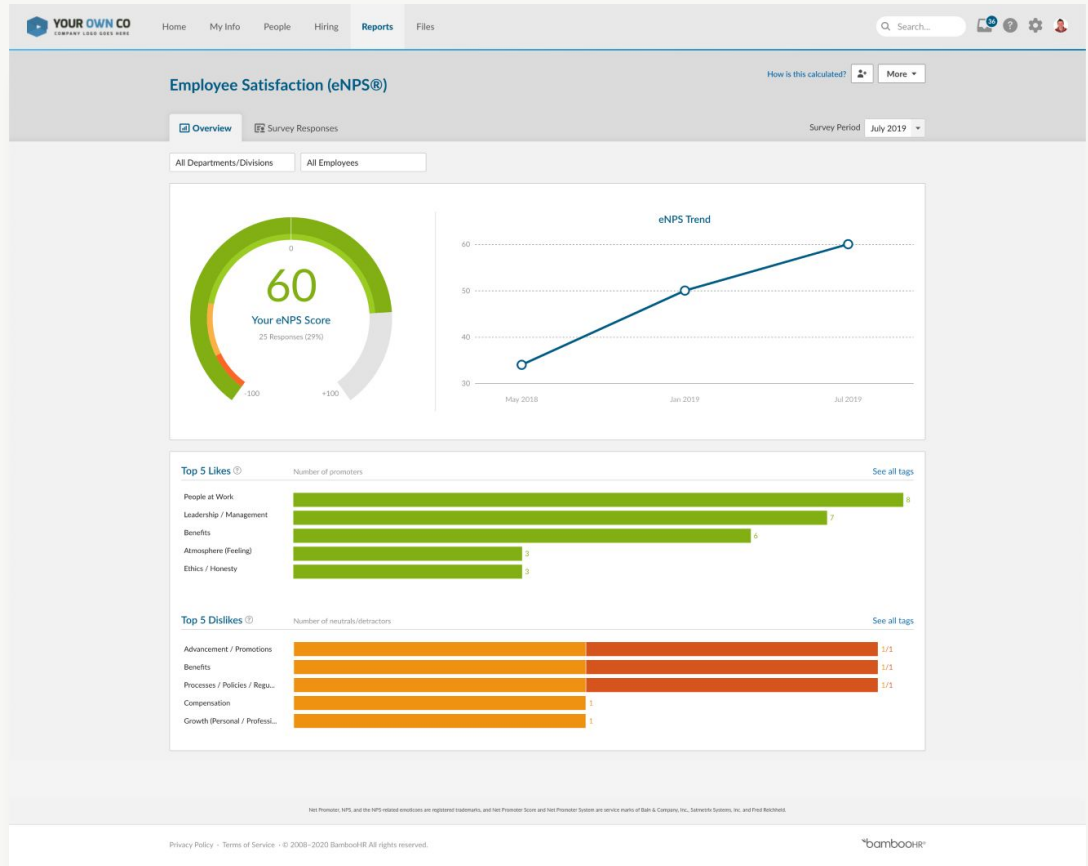
Score	Text Response	Tags
<div>5 Promoters</div> <div>What makes Your Own Co such a great place to work?</div>		
10	Great benefits, the people I work with are committed to doing great work, our leaders are transparent and fair, and I have a great deal of trust in the direction of the company.	<div>People at Work</div> <div>Leadership / Management</div> <div>Benefits</div> <div>Communication</div> <div>Ethics / Honesty</div>
10	Great building and office environment, happy people, people that care, great teamwork and vision. Benefits could be a bit better but thank you for explaining what you're up against.	<div>People at Work</div> <div>Benefits</div> <div>Atmosphere (Feeling)</div> <div>Physical Work Environment</div>
10	Trust, leadership, goals, people, great work, work life balance, friendships and passion	<div>People at Work</div> <div>Leadership / Management</div> <div>Work Life Balance</div> <div>Ethics / Honesty</div>
9	The growth opportunities are endless.	Growth (Personal / Professional)
9	Leadership, friendship, trust, appreciation, recognition programs are awesome, and I love the product.	<div>Leadership / Management</div> <div>Product</div> <div>Ethics / Honesty</div> <div>Reward / Recognition / Value</div>
<div>2 Neutrals</div> <div>What changes could Your Own Co make to be a better place to work?</div>		
8	Things are pretty good but pay could be a little better, I would love more career development, the people are great and I love my coworkers	<div>People at Work</div> <div>Compensation</div> <div>Advancement / Promotions</div>
7	I love my job and the work we do. However, I think we need to take ourselves a little more serious and think bigger on how we can scale across the company for growth.	Growth (Personal / Professional)
<div>2 Detractors</div> <div>What changes could Your Own Co make to become a better place to work?</div>		
6	Things aren't bad here, I think we could do much better. Areas for improvement are: training and development, career ladders, and external volunteering opportunities. Our company has the opportunity to help thousands and we could get outside our walls a little and be a force for good in the community.	<div>Training</div> <div>Advancement / Promotions</div>
5	I'm very upset with your maternity leave programs and mental health options under health plan.	<div>Company Strategy / Goals</div> <div>Benefits</div>

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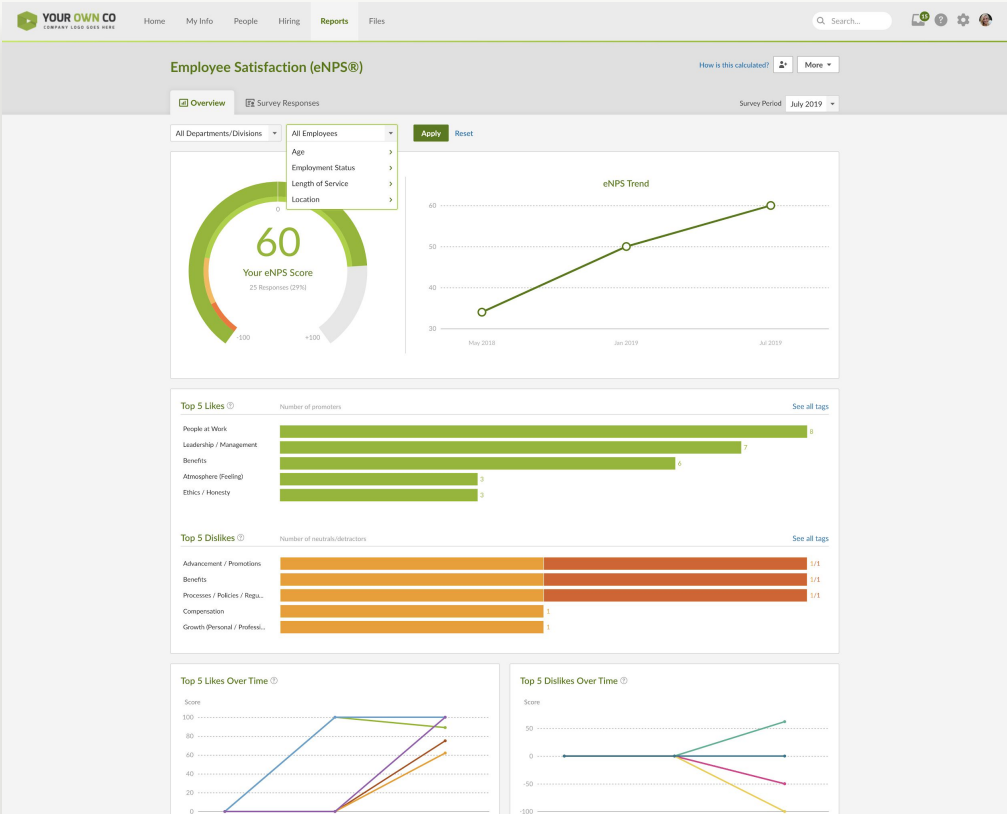
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*True Anonymity*



eNPS Reports Made Easy





## Employee Satisfaction (eNPS®)

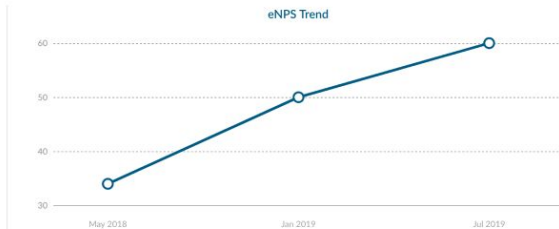
How is this calculated? [?](#) [More](#)

[Overview](#) [Survey Responses](#)

Survey Period **July 2019**

All Departments/Divisions

All Employees



### Top 5 Likes

Number of promoters

[See all tags](#)



### Top 5 Dislikes

Number of neutrals/detractors

[See all tags](#)



***You want change?  
Then Make it Happen.***

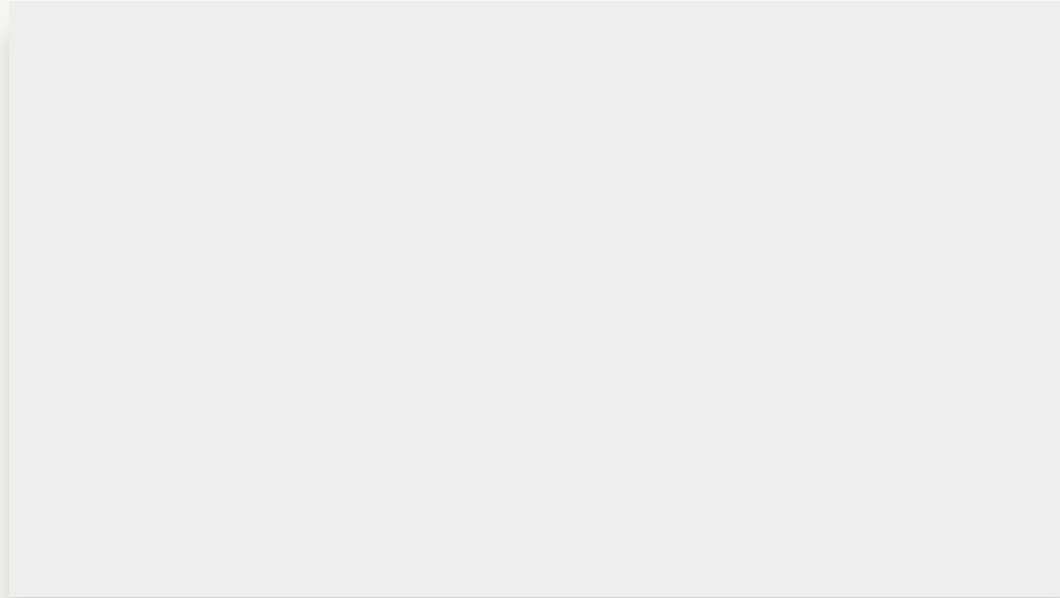


***Jed Smith***

*VP of Sales | BambooHR*

***What has your experience been  
like measuring employee  
satisfaction? Why do you do it?***

# ***My Experience***



## Employee Satisfaction (eNPS®)

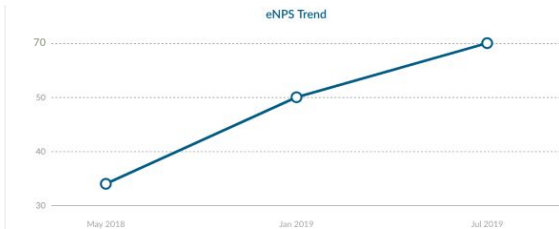
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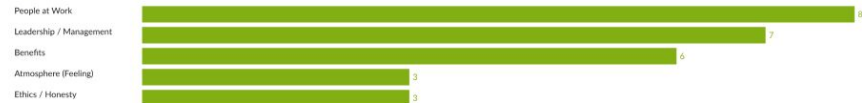
All Employees



### Top 5 Likes

Number of promoters

[See all tags](#)



### Top 5 Dislikes

Number of neutrals/detractors

[See all tags](#)



*The Rewards Outweigh the  
sometimes uncomfortable process.*

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***Find something that works for you, take action, and set clear expectations.***