



Employee Survey Results

2019 Q3 Survey

seated massage

Employee NPS Results

On a scale of zero to ten, how likely is it you would recommend Seated Massage as a place to work?

Detractors

0-6

Employees that would not recommend working here, important to understand *why*.

Passives

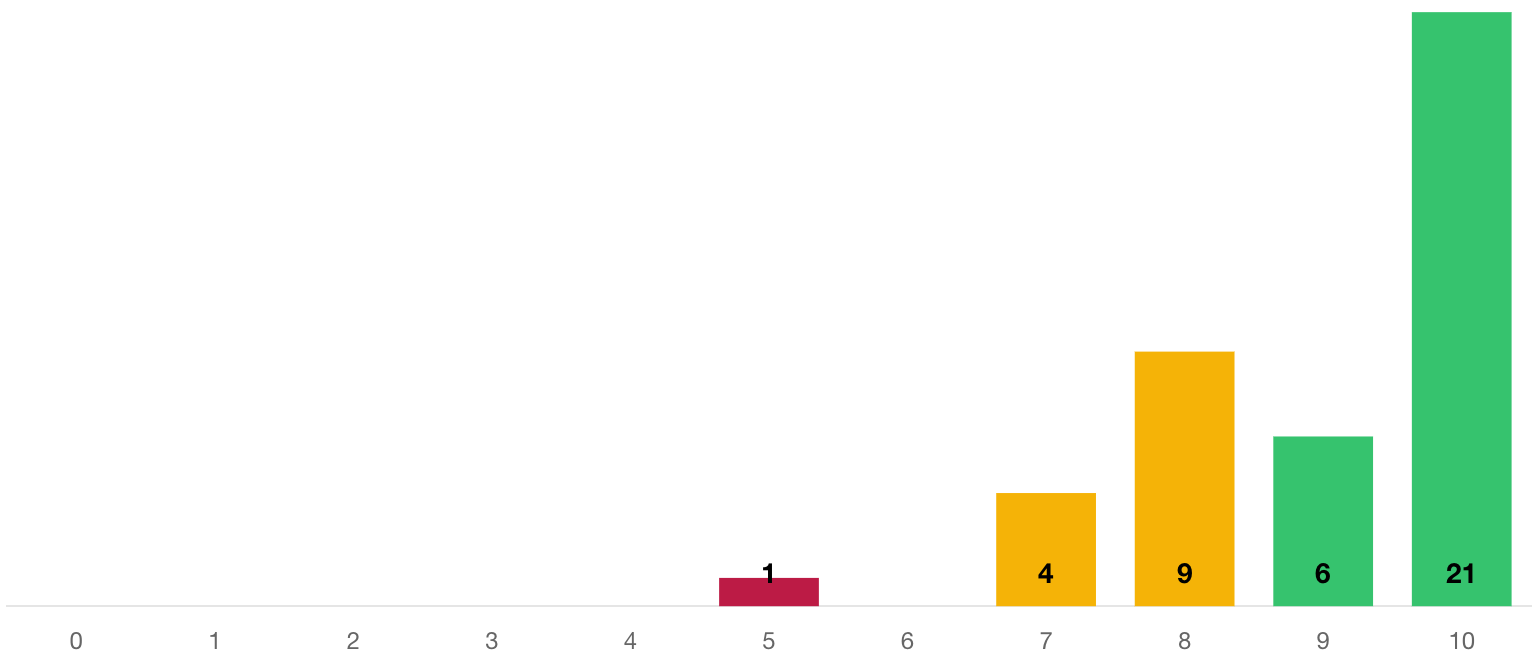
7-8

Satisfied, but indifferent. Not negative, but not entirely loyal to company.

Promoters

9-10

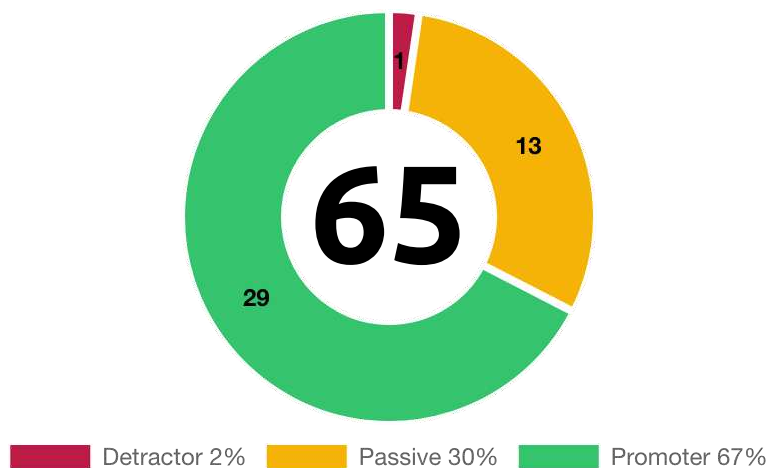
Loyal, enthusiastic ambassadors.



eNPS Score

eNPS is calculated by subtracting the percentage of detractors from the percentage of promoters:

$$\text{eNPS} = \text{Promoters (67\%)} - \text{Detractors (2\%)}$$



An eNPS score below 0 is considered poor, 0 to 20 fair, 20 to 50 good, 50 to 100 excellent. However, each organization is different and should carefully monitor their own historical eNPS and how it is trending.

Survey Participation

Survey response rates can be reflective of employee engagement, trust in management, and organizational culture.

