



# Employee Survey Results

**2021 Q4 Survey**

seatedmassage

# 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

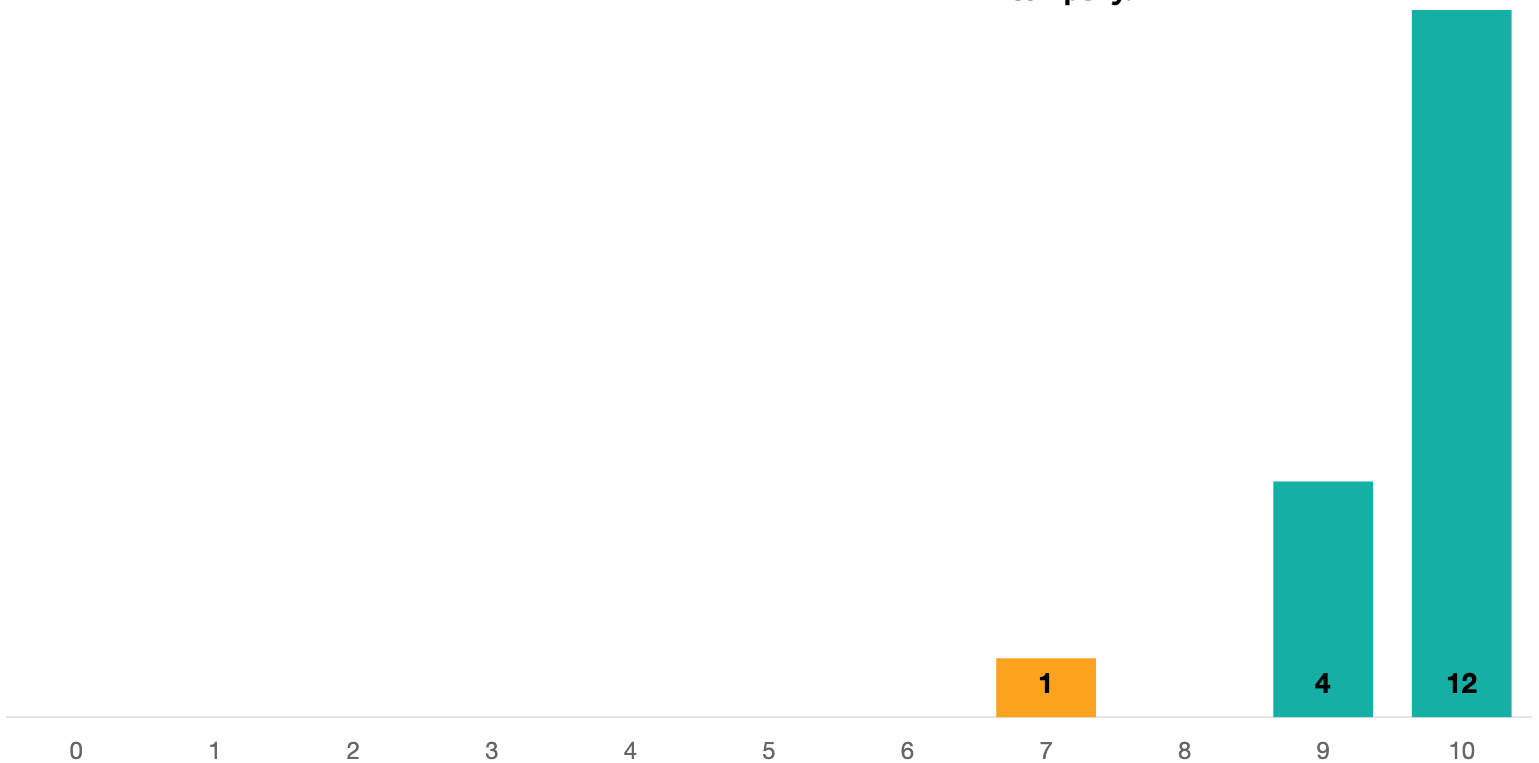
7-8

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

## Promoters

9-10

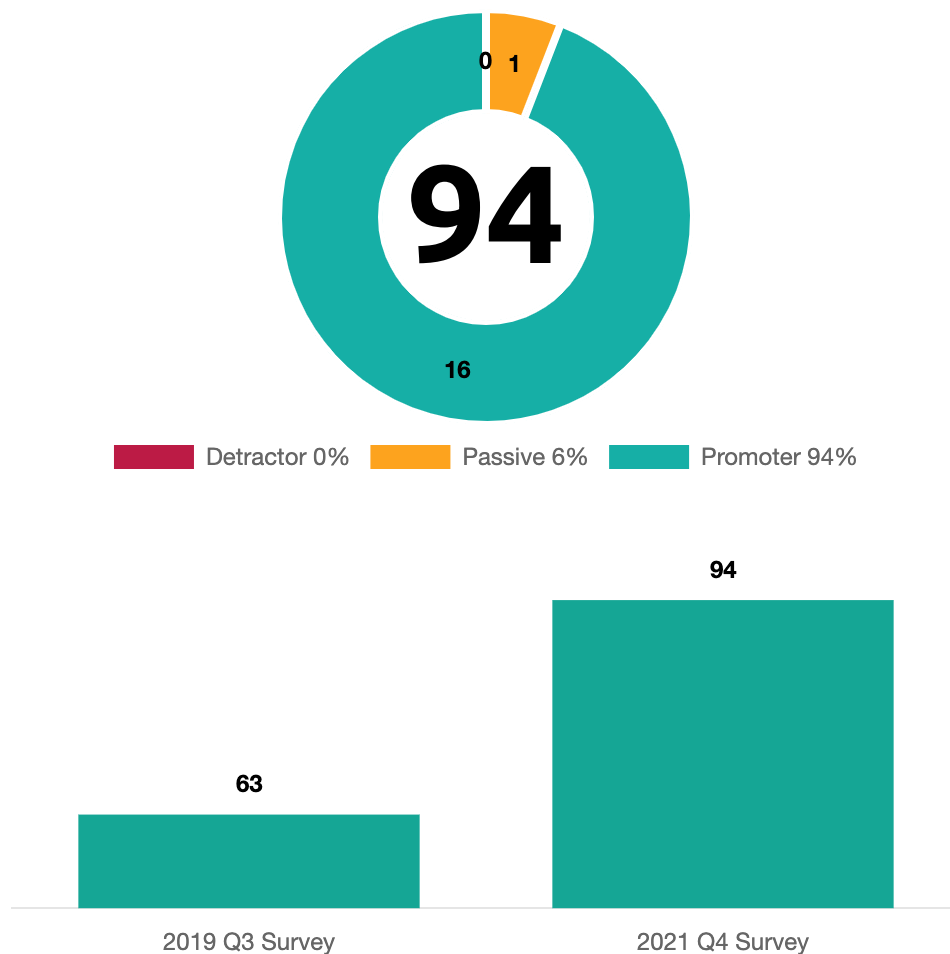
Loyal, enthusiastic ambassadors.



# eNPS Score

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

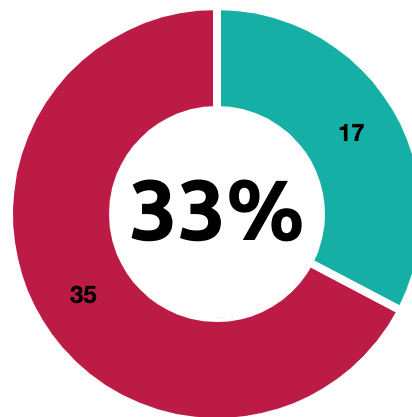
$$\text{eNPS} = \text{Promoters (94\%)} - \text{Detractors (0\%)}$$



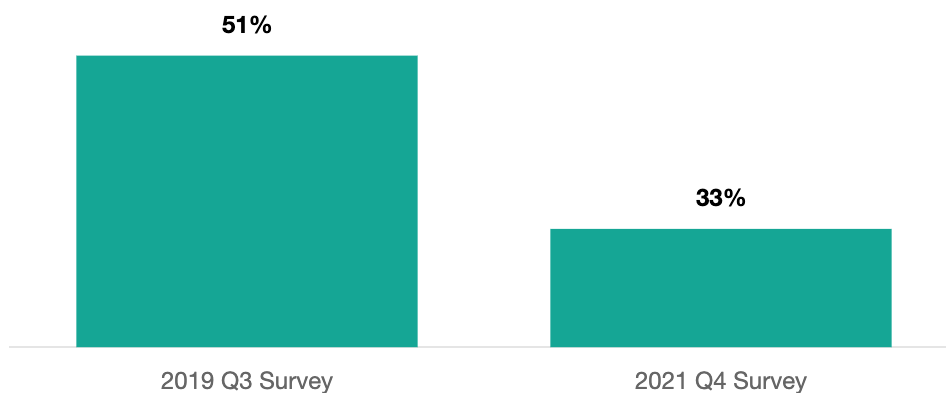
An eNPS score below 0 is considered poor, 0 to 20 fair, 20 to 50 good, 50 to 100 excellent. However, each organization is different and should carefully monitor their own historical eNPS and how it is trending.

# Survey Participation

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



Responded 33% No Response 67%



# Sentiment by Theme

## Areas for Improvement

No themes with at least 3 mentions are unfavorable

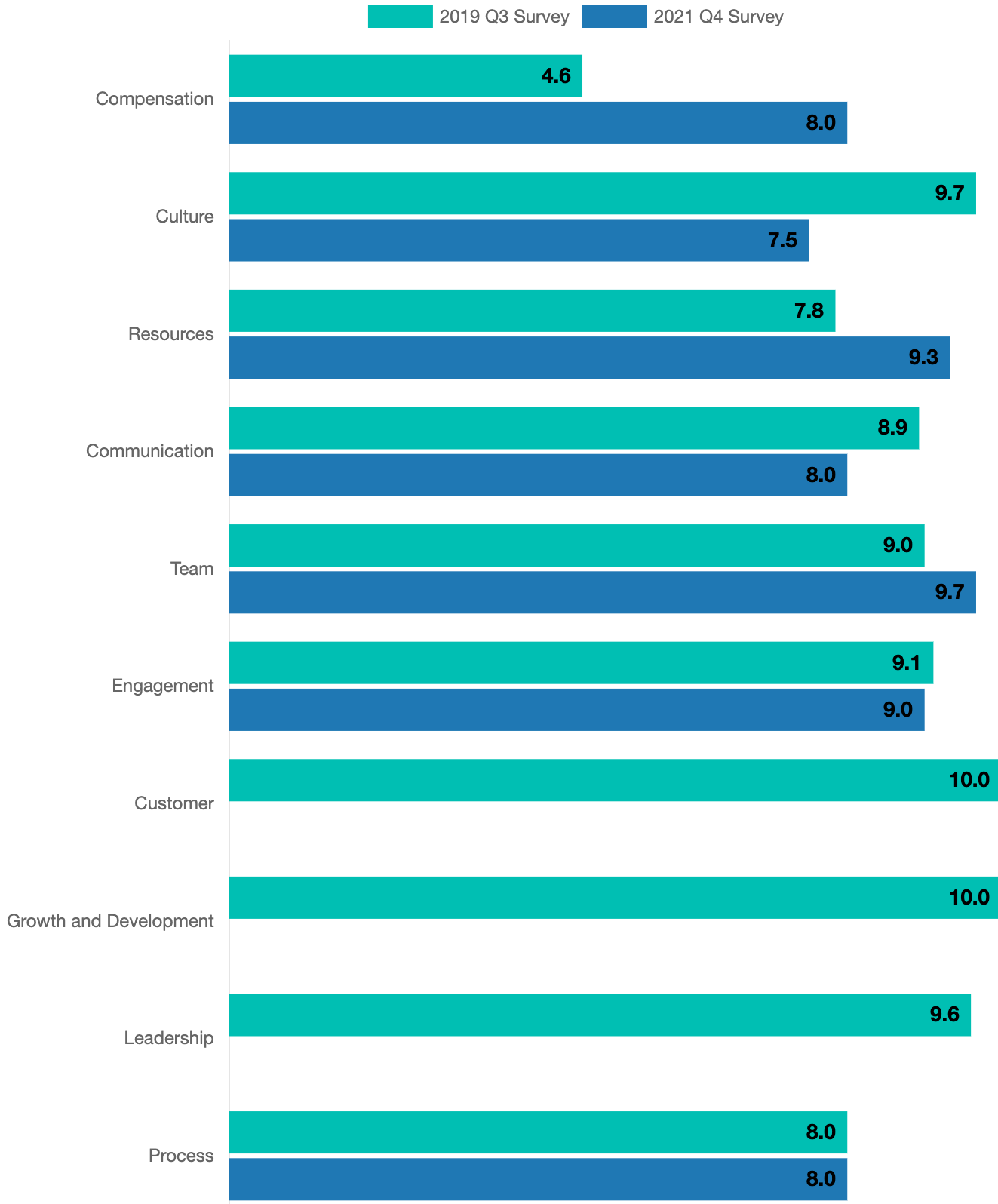
## Areas of Excellence

- Team
- Resources
- Engagement



Areas of excellence and improvement take into account both the average sentiment and frequency of mentions. Sentiment scores range from 0 (very negative) to 10 (very positive).

# Sentiment Over Time



# Team

Average sentiment for Team is 9.7 out of 10

Comment	eNPS
Awesome people to work with with. My colleagues at Seated Massage care about me as much as the clients they work with.	10
Stuart and lena are very professional and genuinely care about what they do	10
Great company, very professional.	10
I truly enjoy working with a company and team of people that care so much about people and planet. I love the flexibility I am offered and how generous and thoughtful both Lena and Stu are. Seated Massage is a fun place to be and I look forward to going to work every day and feeling like part of a family whose values align with mine. The clients and practitioners are all on the same page and I always feel like my input is valued.	10
Great company to work for. Paid well, work as a team and well respected.	10
SM is a great company to work with jobs and information is relayed well and payments are always done on time as well	9

# Resources

Average sentiment for Resources is 9.3 out of 10

Comment	eNPS
Awesome people to work with with. My colleagues at Seated Massage care about me as much as the clients they work with.	10
Professional, warm communication. Easy to navigate systems. Timely response when help needed.	10
SM is a great company to work with jobs and information is relayed well and payments are always done on time as well	9



# Engagement

Average sentiment for Engagement is 9.0 out of 10

Comment	eNPS
<b>Awesome people</b> <b>to work with</b> with. My colleagues at Seated Massage care about me as much as the clients they work with.	10
<b>A good job</b> job that's paid well	10
I truly <b>enjoy</b> <b>working</b> with a <b>company</b> and <b>team of people</b> that care so much about <b>people</b> and planet. I <b>love</b> the flexibility I am offered and how generous and thoughtful both Lena and Stu are. Seated Massage is a fun place to be and I look forward to going to work every day and feeling like part of a family whose values align with mine. The clients and practitioners are all on the same page and I always feel like my input is valued.	10
Seated Massage has good ethics and that resonates with me. Processes seem transparent. Communication is easy, straight forward and clear. Questions are usually responded to quickly. Remuneration for the work <b>is fair</b> . The reason I have not answered 10 is simply that I wish jobs would come around more frequent.	9
<b>SM</b> is a <b>great</b> <b>company</b> <b>to work with jobs</b> and information is relayed well and payments are always done on time as well	9
Pretty straight forward to deal with. <b>Nice</b> that <b>SM</b> thinks about breaks for longer jobs. Friendly owners, good interface	7

# Communication

Average sentiment for Communication is 8.0 out of 10

Comment	eNPS
Professional, warm <b>communication</b> . Easy to navigate systems. Timely response when help needed.	10
Seated Massage has good ethics and that resonates with me. Processes seem transparent. <b>Communication</b> is easy, straight forward and clear. Questions are usually responded to quickly. Remuneration for the work is fair. The reason I have not answered 10 is simply that I wish jobs would come around more frequent.	9

# Process

Average sentiment for Process is 8.0 out of 10

Comment	eNPS
Seated Massage has good ethics and that resonates with me. <b>Processes</b> seem transparent. Communication is easy, straight forward and clear. Questions are usually responded to quickly. Remuneration for the work is fair. The reason I have not answered 10 is simply that I wish jobs would come around more frequent.	9

# Compensation

Average sentiment for Compensation is 8.0 out of 10

Comment	eNPS
<b>A good job</b> job that <b>'s paid</b> well	10
Seated Massage has good ethics and that resonates with me. Processes seem transparent. Communication is easy, straight forward and clear. Questions are usually responded to quickly. <b>Remuneration</b> for the work is fair. The reason I have not answered 10 is simply that I wish jobs would come around more frequent.	9

# Culture

Average sentiment for Culture is 7.5 out of 10

Comment	eNPS
I truly enjoy working with a company and team of people that care so much about people and planet. I love the flexibility I am offered and how generous and thoughtful both Lena and Stu are. Seated Massage is a fun place to be and I look forward to going to work every day and feeling like part of a family whose values align with mine. The clients and practitioners are all on the same page and I always feel like my input is valued.	10
There's always room for improvement	9

# Uncategorized

Comment	eNPS
All aspects of Seated are totally professional	10
Very satisfying job being able to be a part of assisting people to feel more comfortable in their bodies	10
I have been with seated massage a few years now and they have been nothing but good to me.	10
most of the jobs that I get is from Seated Massage	10
because Lena and Stu are the best	10
Have found at times the website a bit difficult to navigate	9

# Thank You!

**Please let us know if you have any questions or concerns:**

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