



# Employee Survey Results

**2023 Q1 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

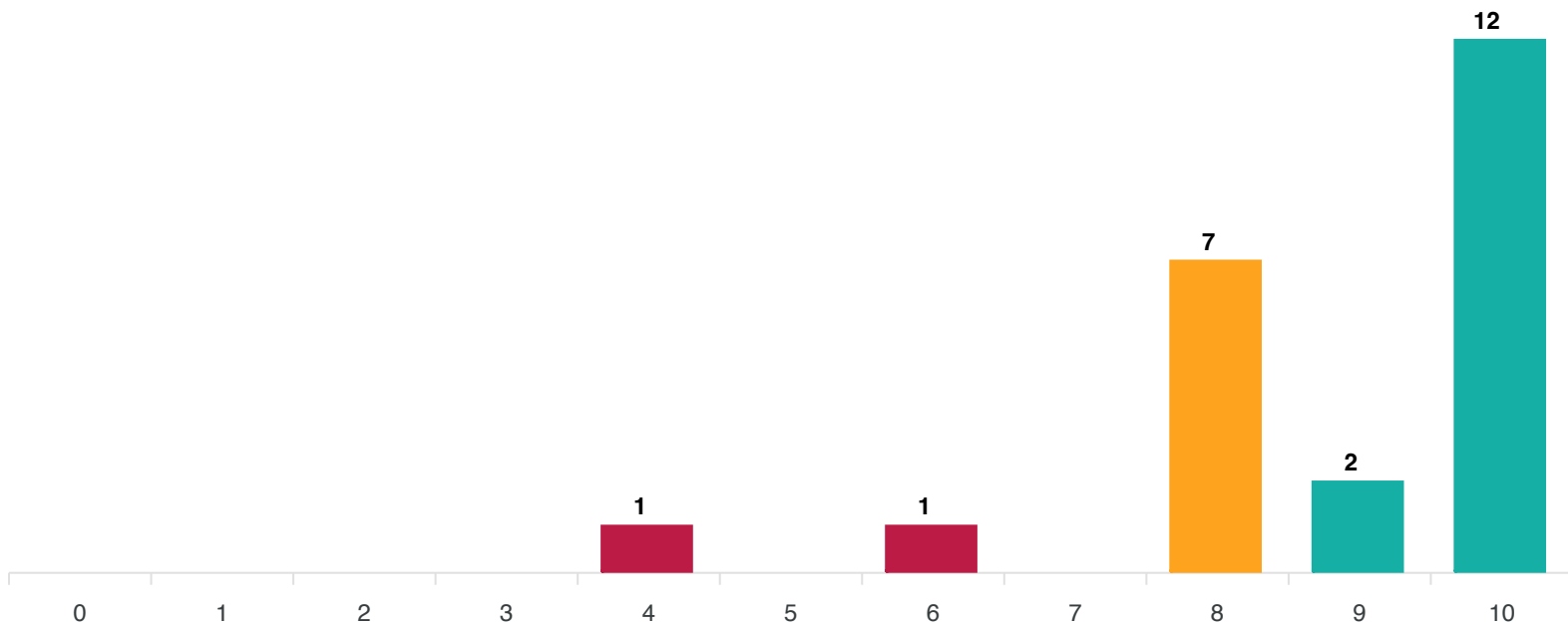
7-8

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

## Promoters

9-10

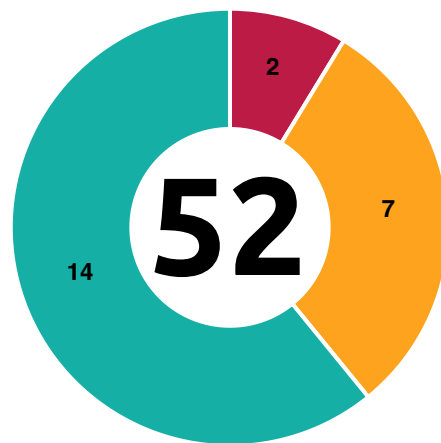
Loyal, enthusiastic ambassadors.



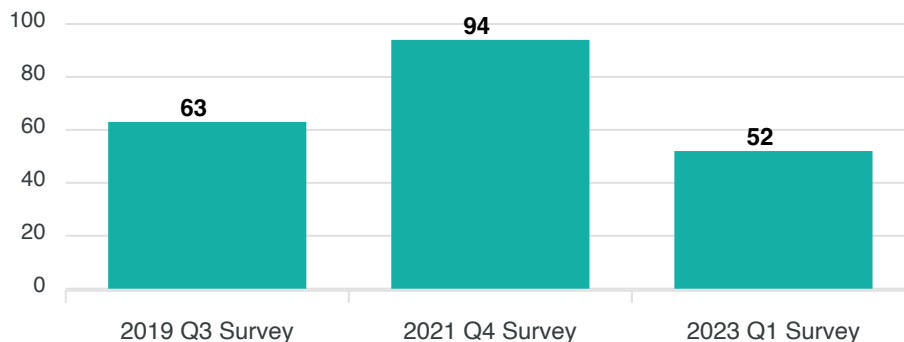
# eNPS Score

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

$$\text{eNPS} = \text{Promoters (61\%)} - \text{Detractors (9\%)}$$



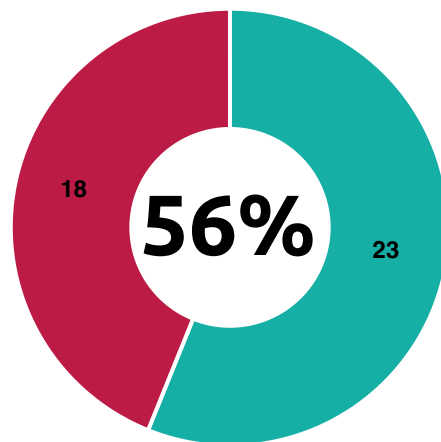
● Detractor 9% ● Passive 30% ● Promoter 61%



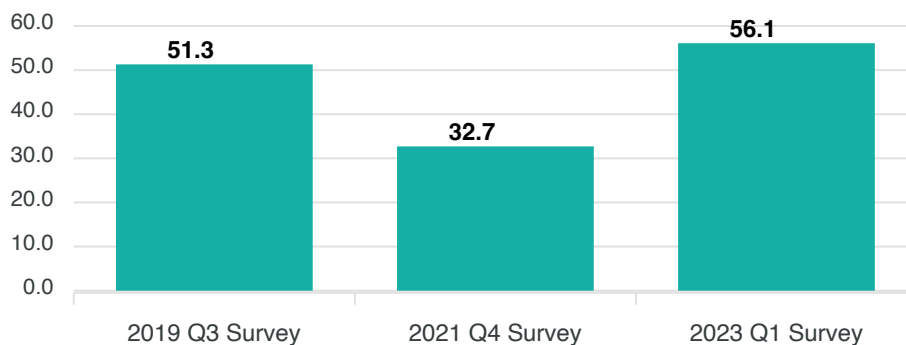
An eNPS score below 0 is considered poor, 0 to 20 fair, 20 to 50 good, 50 to 100 excellent. However, each organization is different and should carefully monitor their own historical eNPS and how it is trending.

# Survey Participation

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



● Responded 56% ● No Response 44%



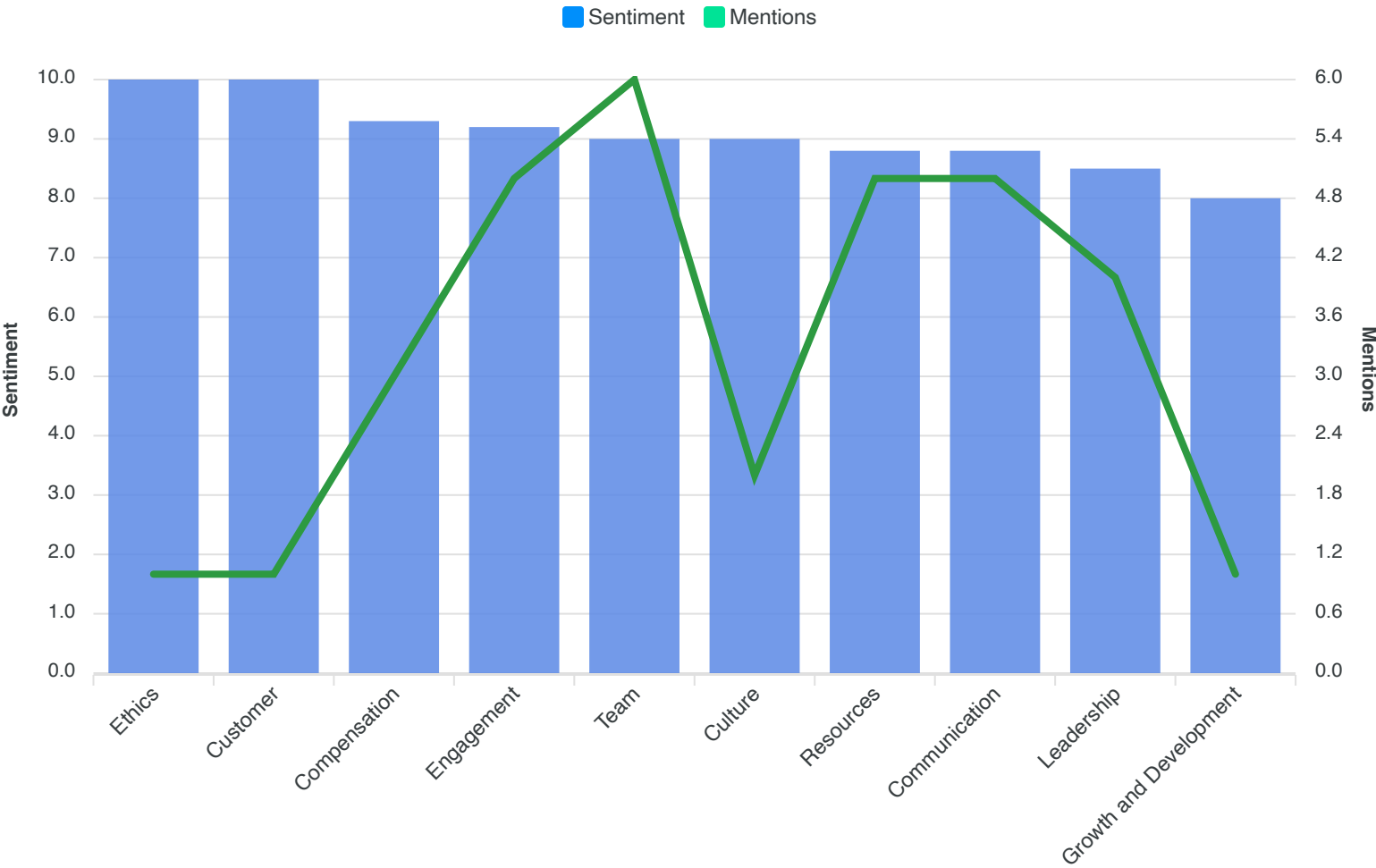
# Sentiment by Theme

## Areas for Improvement

No themes with at least 3 mentions are unfavorable

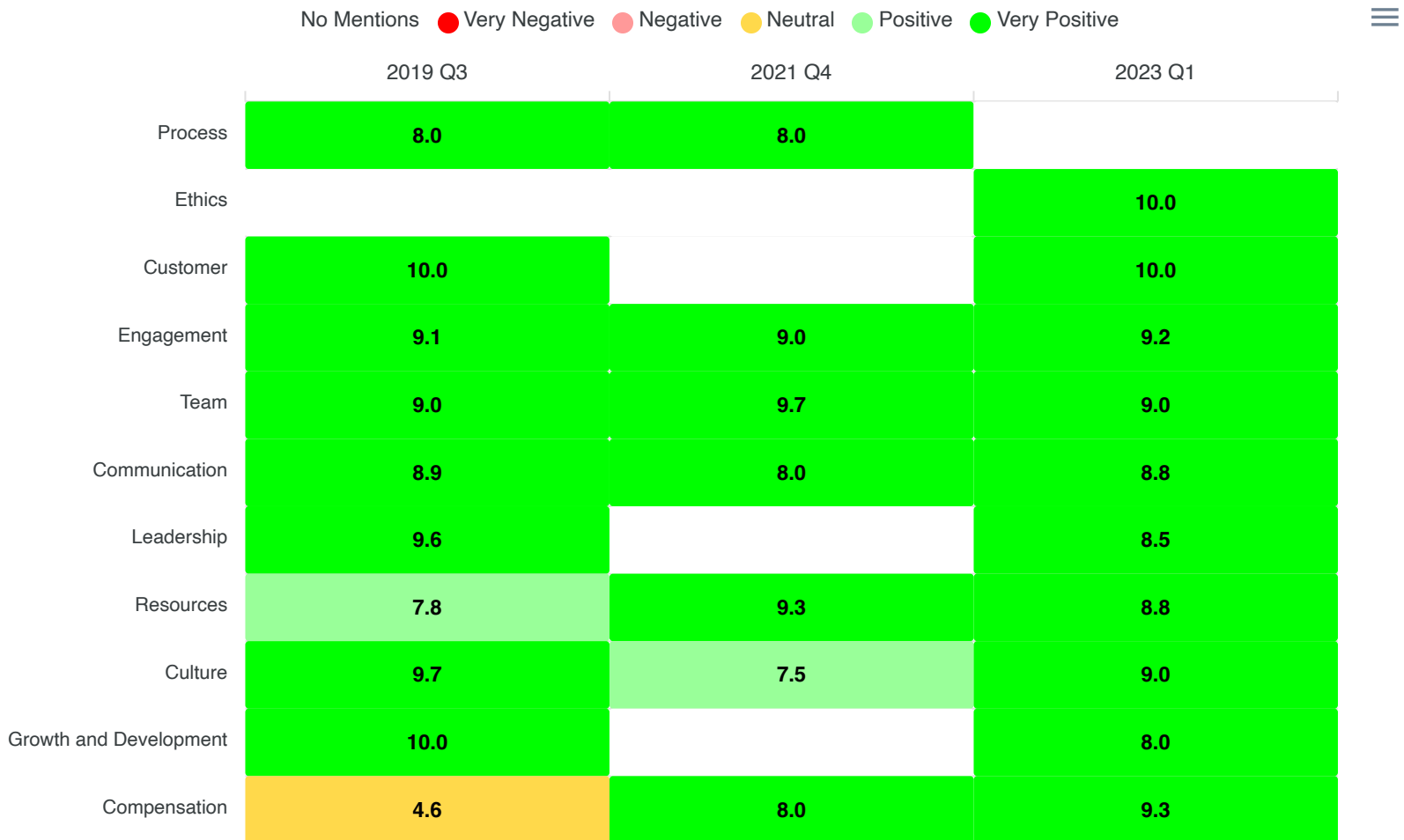
## Areas of Excellence

- Compensation
- Engagement
- Team



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



# Ethics

Average sentiment for Ethics is 10.0 out of 10

Comment	eNPS
Working with the seated massage team has been amazing so far! The level of <b>equality</b> that I feel with them is very nice... there is a sense of professionalism but also not in the usual hierarchical way. They respect you as is and communicates with you in a non-demanding way which has been hard to find working in the massage industry. I can really sense that they really care about us as people first.	10

# Customer

Average sentiment for Customer is 10.0 out of 10

Comment	eNPS
I highly value that seated massage has always acted with highest integrity and care <b>for</b> both therapists and <b>clients</b> (which can't be said eg for Blys, which was kept running against public health orders during the lockdowns for example). Stu, Lena and Hayley are very easy to communicate with, and really care that the pracs have their needs met.	10



# Compensation

Average sentiment for Compensation is 9.3 out of 10

Comment	eNPS
Seated massage <b>pays</b> superannuation and do invoices for the massage therapists, as other corporate massage companies don't have.	10
Very professional set up with practitioner lounge. Generally easy to see upcoming job details. <b>Payroll system</b> /invoicing very user friendly and <b>pay</b> is always on time. Generally good communication from company principles.	8
Great company, professionally managed with excellent systems in place. Also <b>pays</b> well.	8

# Engagement

Average sentiment for Engagement is 9.2 out of 10

Comment	eNPS
Seated Massage treats me like a member of the team at all times. They work with me and around my needs and capabilities. I feel seen and heard. They make me feel part of the family. Their rates <b>are fair</b> .	10
I have been working with Seated Massage for a few years now and it's always been an absolute pleasure. From the onset, Lena & Stu have welcomed me with open arms. They have always been <b>supportive</b> , compassionate, easy to deal with, respectful and honest. I have developed a warm heart felt friendship with them both and they have always been very professional in their dealings with me. I have always felt valued and encouraged to freely contact them for support and assistance. They're very approachable and they have wonderful values and an ethical and moral stance to all things business. I <b>would recommend this company to work</b> because I have always been well looked after and treated as a person not a number.	9
Very professional set up with practitioner lounge. Generally easy to see upcoming job details. Payroll system/invoicing very user friendly and pay is always on time. Generally <b>good</b> communication from <b>company</b> principles.	8

# Team

Average sentiment for Team is 9.0 out of 10

Comment	eNPS
Seated Massage treats me like a member of the team at all times. They <b>work with me</b> and around my needs and <b>capabilities</b> . I feel seen and heard. They make me feel part of the family. Their rates are fair .	10
Working with the seated massage team has been amazing so far! The level of equality that I feel with them is very nice... there is a sense of <b>professionalism</b> but also not in the usual hierarchical way. They respect you as is and communicates with you in a non-demanding way which has been hard to find working in the massage industry. I can really sense that they really care about us as people first.	10
I have been working with Seated Massage for a few years now and it's always been an absolute pleasure. From the onset,Lena & Stu have welcomed me with open arms. They have always been <b>supportive</b> , compassionate, easy to deal with, respectful and honest. I have developed a warm heart felt friendship with them both and they have always been <b>very professional</b> in their dealings with me. I have always felt valued and encouraged to freely contact them for support and <b>assistance</b> . They're very approachable and they have wonderful values and an ethical and moral stance to all things business.i would recommend this company to work because I have always been well looked after a d treated as a person not a number .	9
<b>Very professional</b> set up with practitioner lounge. Generally easy to see upcoming job details. Payroll system/invoicing very user friendly and pay is always on time. Generally good communication from company principles.	8

# Culture

Average sentiment for Culture is 9.0 out of 10

Comment	eNPS
<b>Work culture</b> , job opportunities, and systems used make it a efficient, happy and positive working environment	10
<p>I have been working with Seated Massage for a few years now and it's always been an absolute pleasure. From the onset,Lena &amp; Stu have welcomed me with open arms. They have always been supportive, compassionate, easy to deal with, respectful and honest. I have developed a warm heart felt friendship with them both and they have always been very professional in their dealings with me.</p> <p>I have always felt valued and encouraged to freely contact them for support and assistance. They're very approachable and they have wonderful values and an ethical and moral stance to all things business.i would recommend this company to work because I have always been well looked after a d <b>treated</b> as a person not a <b>number</b>.</p>	9

# Resources

Average sentiment for Resources is 8.8 out of 10

Comment	eNPS
Work culture ,job opportunities , and <b>systems</b> used make it a efficient, happy and positive working <b>environment</b>	10
I have been working with Seated Massage for a few years now and it's always been an absolute pleasure. From the onset,Lena & Stu have welcomed me with open arms. They have always been supportive , compassionate, easy to deal with, respectful and honest. I have developed a warm heart felt <b>friendship</b> with them both and they have always been very professional in their dealings with me. I have always felt valued and encouraged to freely contact them for support and assistance . They're very approachable and they have wonderful values and an ethical and moral stance to all things business.i would recommend this company to work because I have always been well looked after a d treated as a person not a number .	9
<b>Good environment</b> <b>environment</b> , more offers jobs should have	8
Great company, professionally managed with excellent <b>systems</b> in place. Also pays well.	8

# Communication

Average sentiment for Communication is 8.8 out of 10

Comment	eNPS
Therapists feel like they are part of the whole. We are in this together, it's not 'us and them'. Paid well and regularly. EAsy <b>communication</b> with all details so therapists really just need to turn up at the jobs and focus on what they do best.	10
The team is great with their <b>communication</b> and treat you like part of the family. They really make you feel like more than just an employee.	10
I highly value that seated massage has always acted with highest integrity and care for both therapists and clients (which can't be said eg for Blys, which was kept running against public health orders during the lockdowns for example). Stu, Lena and Hayley are very easy <b>to communicate</b> with, and really care that the pracs have their needs met.	10
Working with the seated massage team has been amazing so far! The level of equality that I feel with them is very nice... there is a sense of professionalism but also not in the usual hierarchical way. They respect you as is and <b>communicates</b> with you in a non-demanding way which has been hard to find working in the massage industry. I can really sense that they really care about us as people first.	10
Very professional set up with practitioner lounge. Generally easy to see upcoming job details. Payroll system/invoicing very user friendly and pay is always on time. Generally good <b>communication</b> from company principles.	8

# Leadership

Average sentiment for Leadership is 8.5 out of 10

Comment	eNPS
Work culture ,job opportunities ,and systems used make it a efficient, <b>happy</b> and positive working environment	10
Working with the seated massage team has been amazing so far! The level of equality that I feel with them is very nice... there is a sense of professionalism but also not in the usual hierarchical way. They <b>respect</b> you as is and communicates with you in a non-demanding way which has been hard to find working in the massage industry. I can really sense that they really care about us as people first.	10
I have been working with Seated Massage for a few years now and it's always been an absolute pleasure. From the onset,Lena & Stu have welcomed me with open arms. They have always been supportive , compassionate, easy to deal with, respectful and honest. I have developed a warm heart felt friendship with them both and they have always been very professional in their dealings with me. I have always felt valued and encouraged to freely contact them for support and assistance . They're very approachable and they have wonderful values and an ethical and <b>moral</b> stance to all things business.i would recommend this company to work because I have always been well looked after a d treated as a person not a number .	9
Easy to set up my details in their IT system - enthusiasm for what they are doing - <b>value us</b> as the 'employees'	9

# Growth and Development

Average sentiment for Growth and Development is 8.0 out of 10

Comment	eNPS
Work culture, job <b>opportunities</b> , and systems used make it a efficient, happy and positive working environment	10



# Uncategorized

Comment	eNPS
Stu and Lena care about their therapists and are don't have massively unrealistic business goals (which tend to dispose of people very easily in it's outlook).	10
I have just started doing a regular job for seated massage, I am glad that I pursued the job as my dealing with seated massage have been very positive. From support with onboarding, additional induction through the practitioner lounge which was excellent and just really nice and genuine to deal with.	10
Caring, professional, reliable. Seated massage has a good name in the industry	10
Professional in every way	10
Lena, Stu & Hayley all good to deal with. Always pay on time. Easy to navigate practitioner portal	10
Great online therapist lounge set up. With invoice and etc. all under the same system!	8
It would be easier to answer this as the last question,after answering more specific questions. that leads to an overall conclusion.	8
Most therapist is good some therapist is very skilled but some are not and coming late . Depends on therapist that why I sour 8	8
There is not a lot of work being offered, and often the offered rate is a little below what is currently offered by other providers.	6
it has been ok...they were very late in replying to my initial enquiries..citing busy-ness as reason for not replying..there hasn't been a lot of work. Not sure if there is a lot on offer to be honest? Would be good to have a bit more insights as to where they are heading , the engagements they have made in respective capital cities	4

# Thank You!

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

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