



Employee Survey Results

2023 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

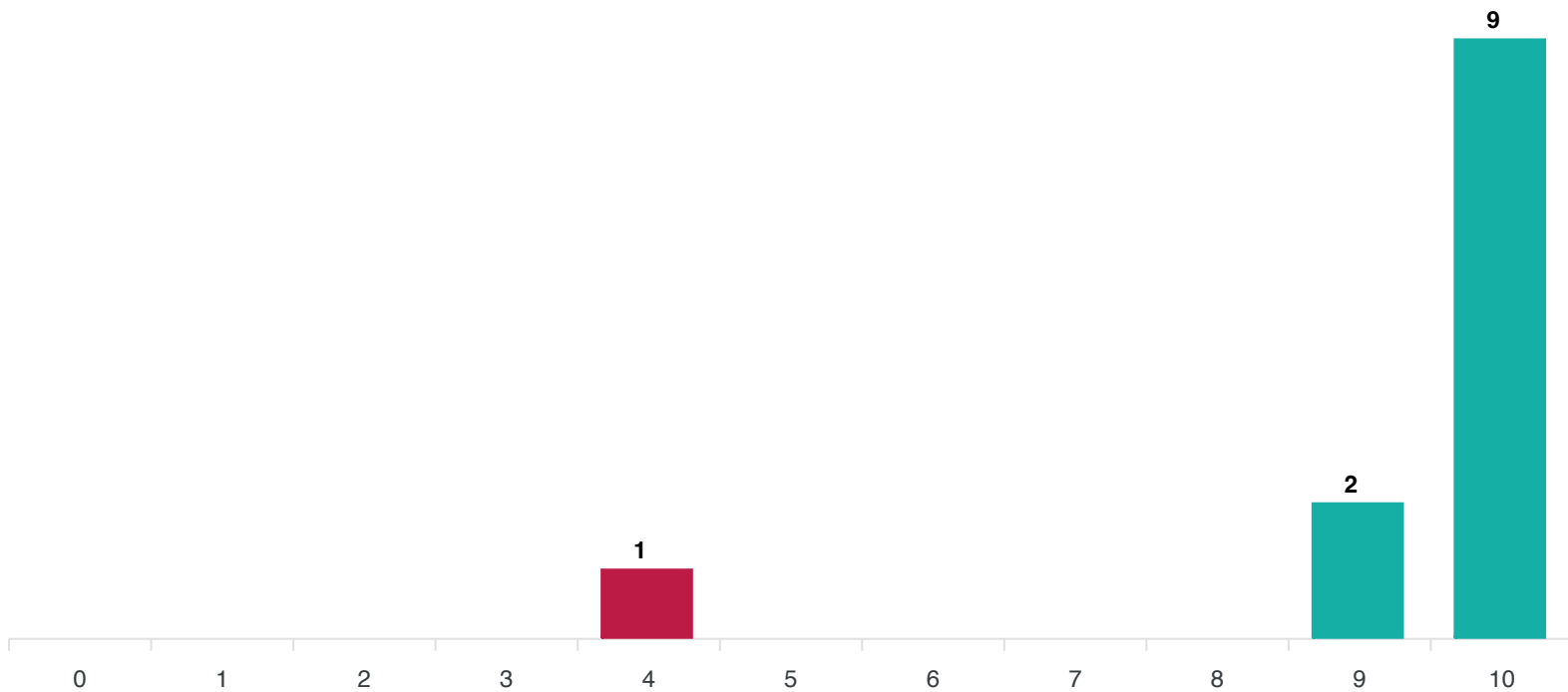
7-8

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

Promoters

9-10

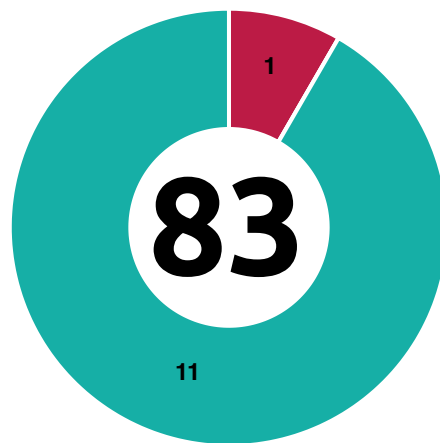
Loyal, enthusiastic ambassadors.



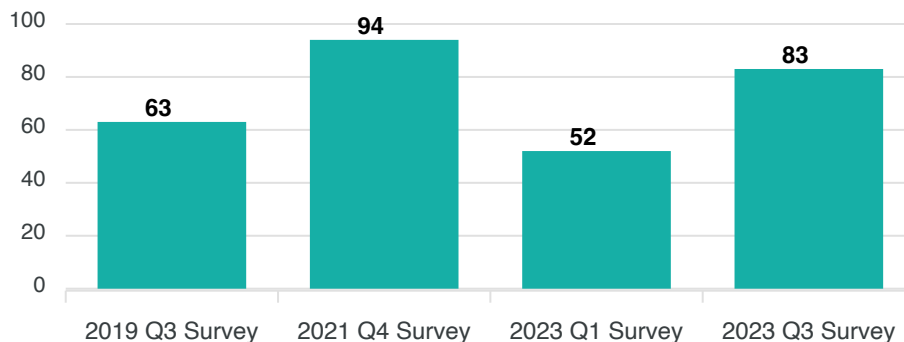
eNPS Score

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

$$\text{eNPS} = \text{Promoters (92\%)} - \text{Detractors (8\%)}$$



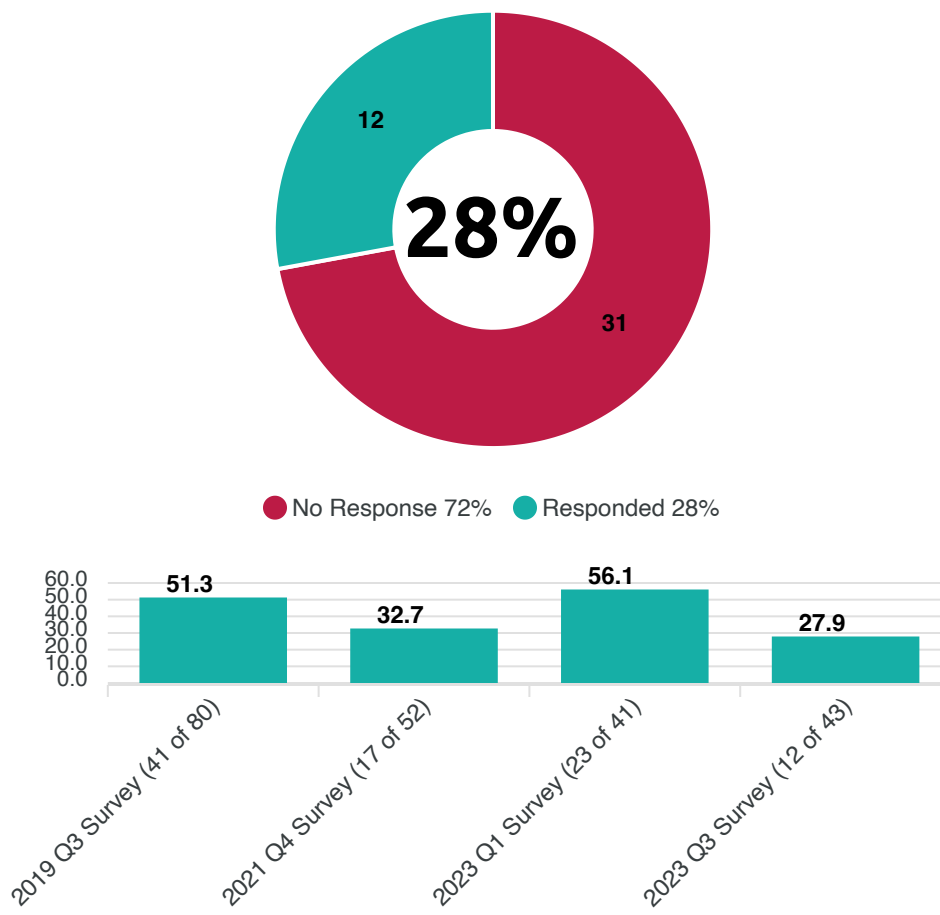
● Detractor 8% ● Passive 0% ● Promoter 92%



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.



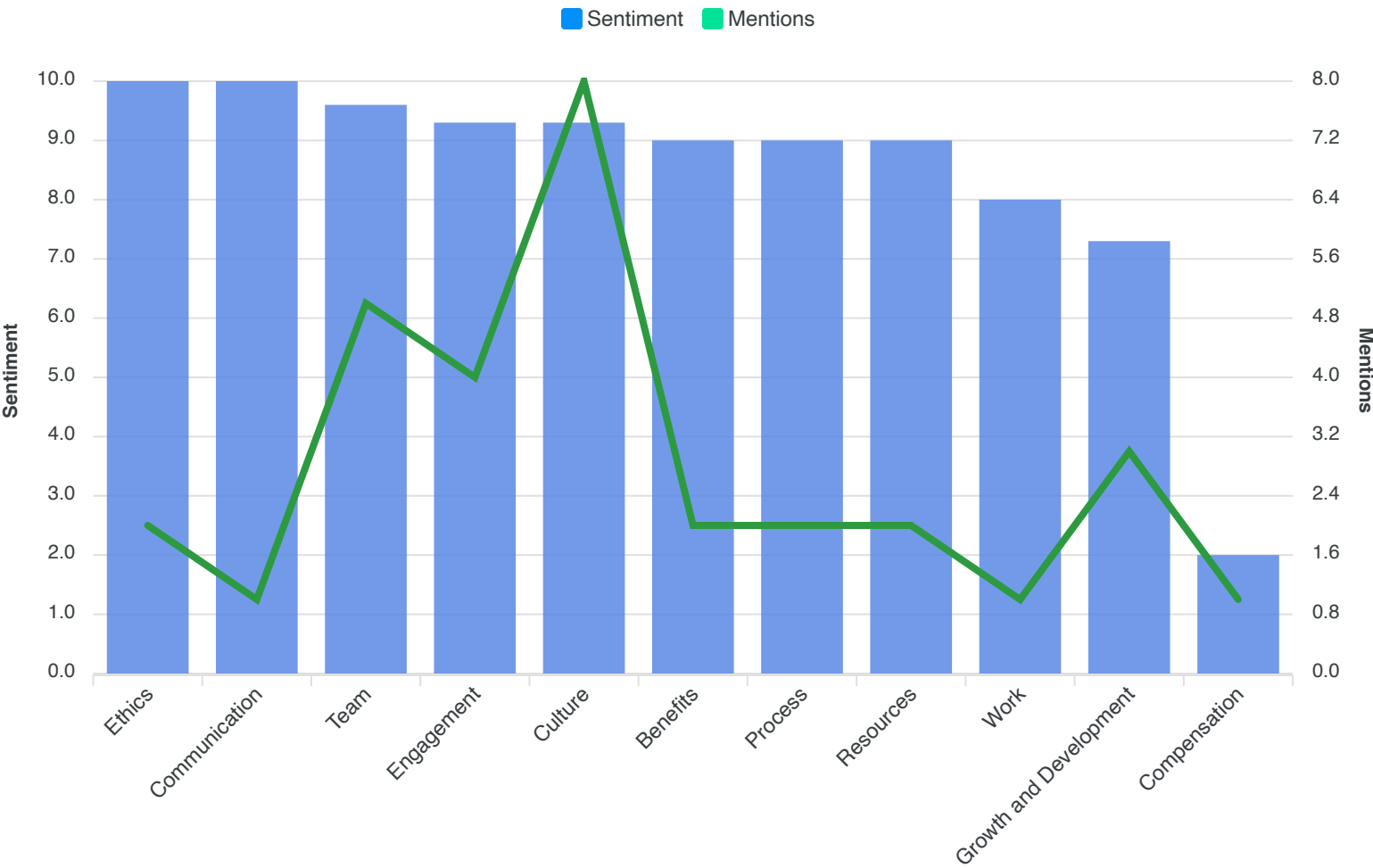
Sentiment by Theme

Areas for Improvement

No themes with at least 3 mentions are unfavorable

Areas of Excellence

- Team
- Engagement
- Culture



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
The entire Seated Massage Team are incredibly genuine, supportive & lovely warm humans & a pleasure to work with. I always feel that no matter what that I am held respectfully by them as a therapist & friend. 👍 would always recommend them because they stand by their high values and ethics that mirror my own. We are a very good fit.	10
Ethics, loyalty, professionalism.	10

Communication

Average sentiment for Communication is 10.0 out of 10

Comment	eNPS
<p>I feel really lucky to be working for seated massage , and I am happy with my job at Google in Auckland , I look forward to going there and helping out. I can walk to this job, which is also a bonus , I feel more relaxed that I don't have to drive .</p> <p>I am hoping that every day will be booked, as it keeps me busy while I am there .</p> <p>I can now check bookings on appointy and invoicing is so easy in the practitioner lounge</p> <p>Thank you best regards Miriam</p>	<p>10</p>

Team

Average sentiment for Team is 9.6 out of 10

Comment	eNPS
The entire Seated Massage Team are incredibly genuine, supportive & lovely warm humans & a pleasure to work with. I always feel that no matter what that I am held respectfully by them as a therapist & friend. I would always recommend them because they stand by their high values and ethics that mirror my own. We are a very good fit.	10
Wonderful working relationship and always feel valued and heard.	10
Inclusive, supportive, friendly and organised. The team really care about my wellbeing and provide excellent flexibility.	10
Very organised company . There is lots of opportunities for work and the team is very friendly and supportive .	10
Quick responsibility, helpful, caring and friendly.	9

Engagement

Average sentiment for Engagement is 9.3 out of 10

Comment	eNPS
The entire Seated Massage Team are incredibly genuine, supportive & lovely warm humans & a pleasure to work with. I always feel that no matter what that I am held respectfully by them as a therapist & friend. I would always recommend them because they stand by their high values and ethics that mirror my own. We are a very good fit.	10
Wonderful working relationship and always feel valued and heard.	10
I feel really lucky to be working for seated massage, and I am happy with my job at Google in Auckland, I look forward to going there and helping out. I can walk to this job, which is also a bonus, I feel more relaxed that I don't have to drive. I am hoping that every day will be booked, as it keeps me busy while I am there. I can now check bookings on appointy and invoicing is so easy in the practitioner lounge Thank you best regards Miriam	10
Quick responsibility, helpful, caring and friendly.	9

Culture

Average sentiment for Culture is 9.3 out of 10

Comment	eNPS
The entire Seated Massage Team are incredibly genuine, supportive & lovely warm humans & a pleasure to work with. I always feel that no matter what that I am held respectfully by them as a therapist & friend. I would always recommend them because they stand by their high values and ethics that mirror my own. We are a very good fit.	10
I love the fact seated massage has and does keep presenting me with new opportunities. It is a family environment that has their practitioners best interest at heart!	10
Great professional company	10
Inclusive, supportive, friendly and organised. The team really care about my wellbeing and provide excellent flexibility.	10
Great support, good flow of gigs at times, the care	10
Very organised company . There is lots of opportunities for work and the team is very friendly and supportive.	10
Quick responsibility, helpful, caring and friendly.	9
Good environment for work	9

Benefits

Average sentiment for Benefits is 9.0 out of 10

Comment	eNPS
Inclusive, supportive, friendly and organised. The team really care about my wellbeing and provide excellent flexibility .	10
I feel really lucky to be working for seated massage, and I am happy with my job at Google in Auckland, I look forward to going there and helping out. I can walk to this job, which is also a bonus , I feel more relaxed that I don't have to drive . I am hoping that every day will be booked, as it keeps me busy while I am there. I can now check bookings on appointy and invoicing is so easy in the practitioner lounge Thank you best regards Miriam	10

Process

Average sentiment for Process is 9.0 out of 10

Comment	eNPS
I feel really lucky to be working for seated massage , and I am happy with my job at Google in Auckland , I look forward to going there and helping out. I can walk to this job, which is also a bonus , I feel more relaxed that I don't have to drive . I am hoping that every day will be booked, as it keeps me busy while I am there . I can now check bookings on appointy and invoicing is so easy in the practitioner lounge Thank you best regards Miriam	10
Great support , good flow of gigs at times , the care	10

Resources

Average sentiment for Resources is 9.0 out of 10

Comment	eNPS
<p>I feel really lucky to be working for seated massage, and I am happy with my job at Google in Auckland, I look forward to going there and helping out. I can walk to this job, which is also a bonus, I feel more relaxed that I don't have to drive.</p> <p>I am hoping that every day will be booked, as it keeps me busy while I am there.</p> <p>I can now check bookings on appoiny and invoicing is so easy in the practitioner lounge</p> <p>Thank you best regards Miriam</p>	10
<p>Great support, good flow of gigs at times, the care</p>	10

Work

Average sentiment for Work is 8.0 out of 10

Comment	eNPS
<p>I feel really lucky to be working for seated massage , and I am happy with my job at Google in Auckland , I look forward to going there and helping out. I can walk to this job, which is also a bonus , I feel more relaxed that I don't have to drive.</p> <p>I am hoping that every day will be booked, as it keeps me busy while I am there.</p> <p>I can now check bookings on appointy and invoicing is so easy in the practitioner lounge</p> <p>Thank you best regards Miriam</p>	10

Growth and Development

Average sentiment for Growth and Development is 7.3 out of 10

Comment	eNPS
I love the fact seated massage has and does keep presenting me with new opportunities. It is a family environment that has their practitioners best interest at heart!	10
Very organised company . There is lots of opportunities for work and the team is very friendly and supportive .	10
Payrate well below what it should be and what others are offering. Very little work opportunities offered	4

Compensation

Average sentiment for Compensation is 2.0 out of 10

Comment	eNPS
Payrate well below what it should be and what others are offering. Very little work opportunities offered	4

Thank You!

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

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