



# Employee Survey Results

**2023 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

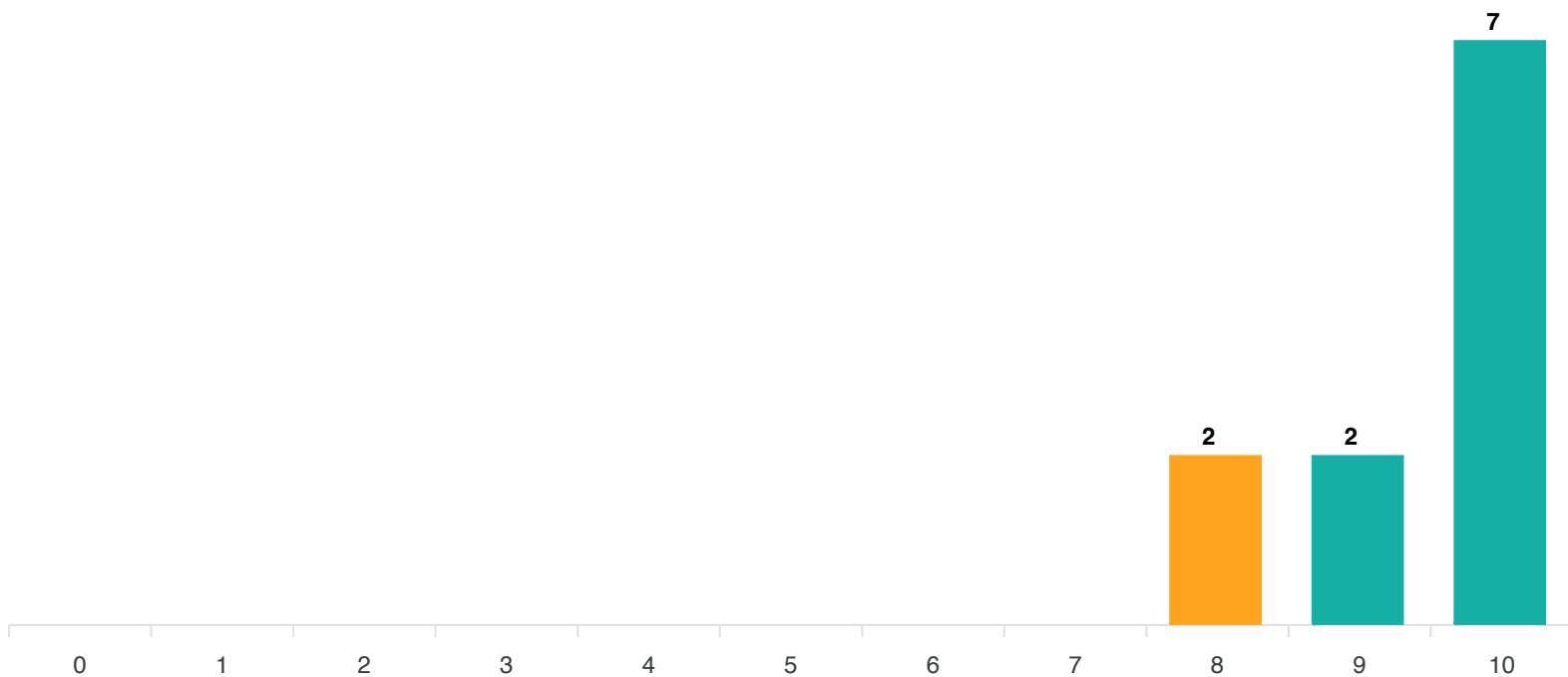
7-8

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

## Promoters

9-10

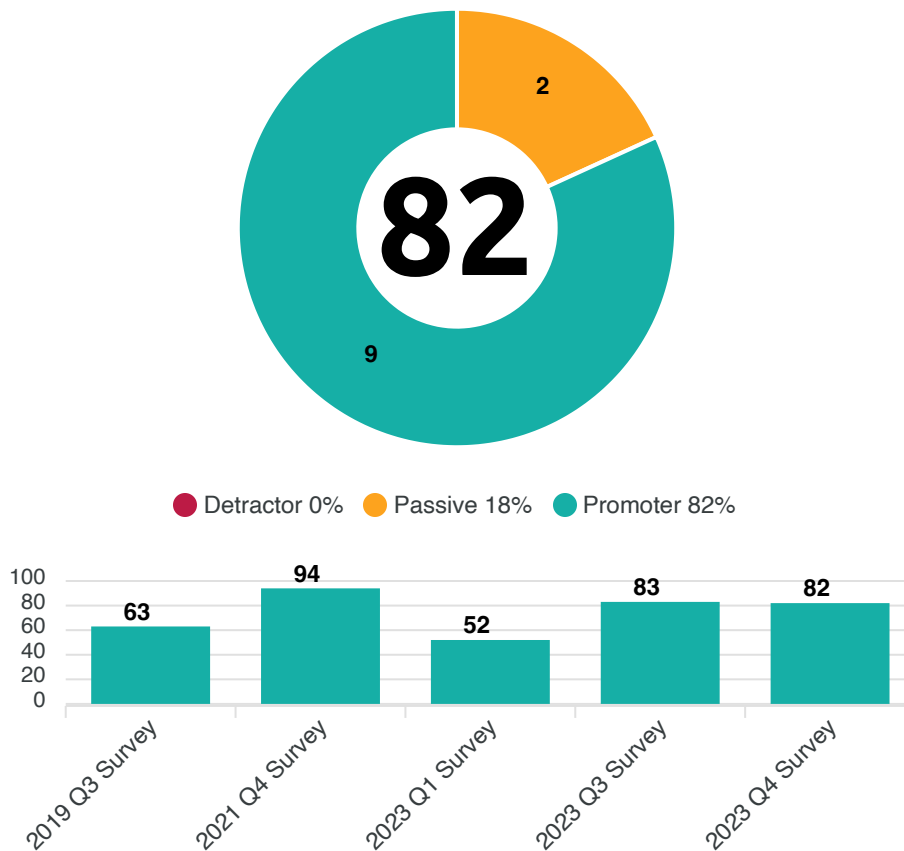
Loyal, enthusiastic ambassadors.



# eNPS Score

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

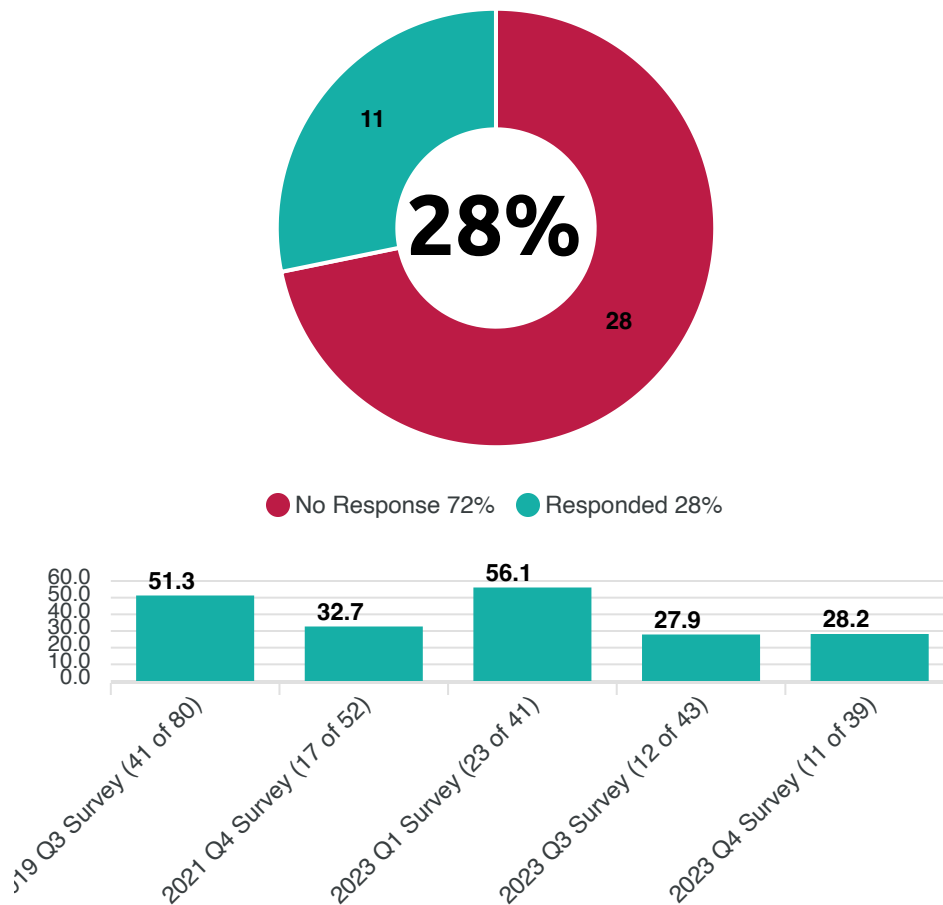
$$\text{eNPS} = \text{Promoters (82\%)} - \text{Detractors (0\%)}$$



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.



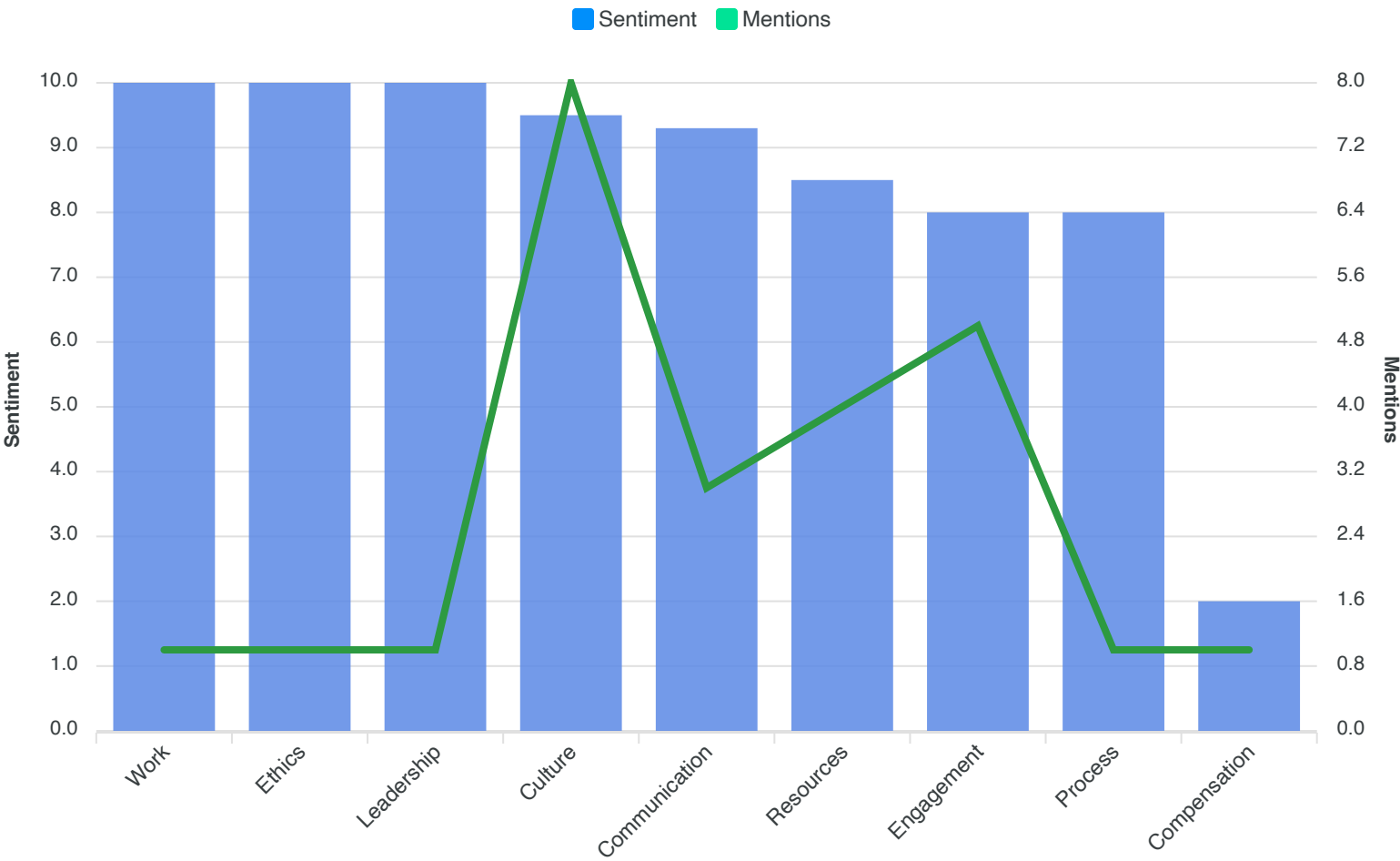
# Sentiment by Theme

## Areas for Improvement

No themes with at least 3 mentions are unfavorable

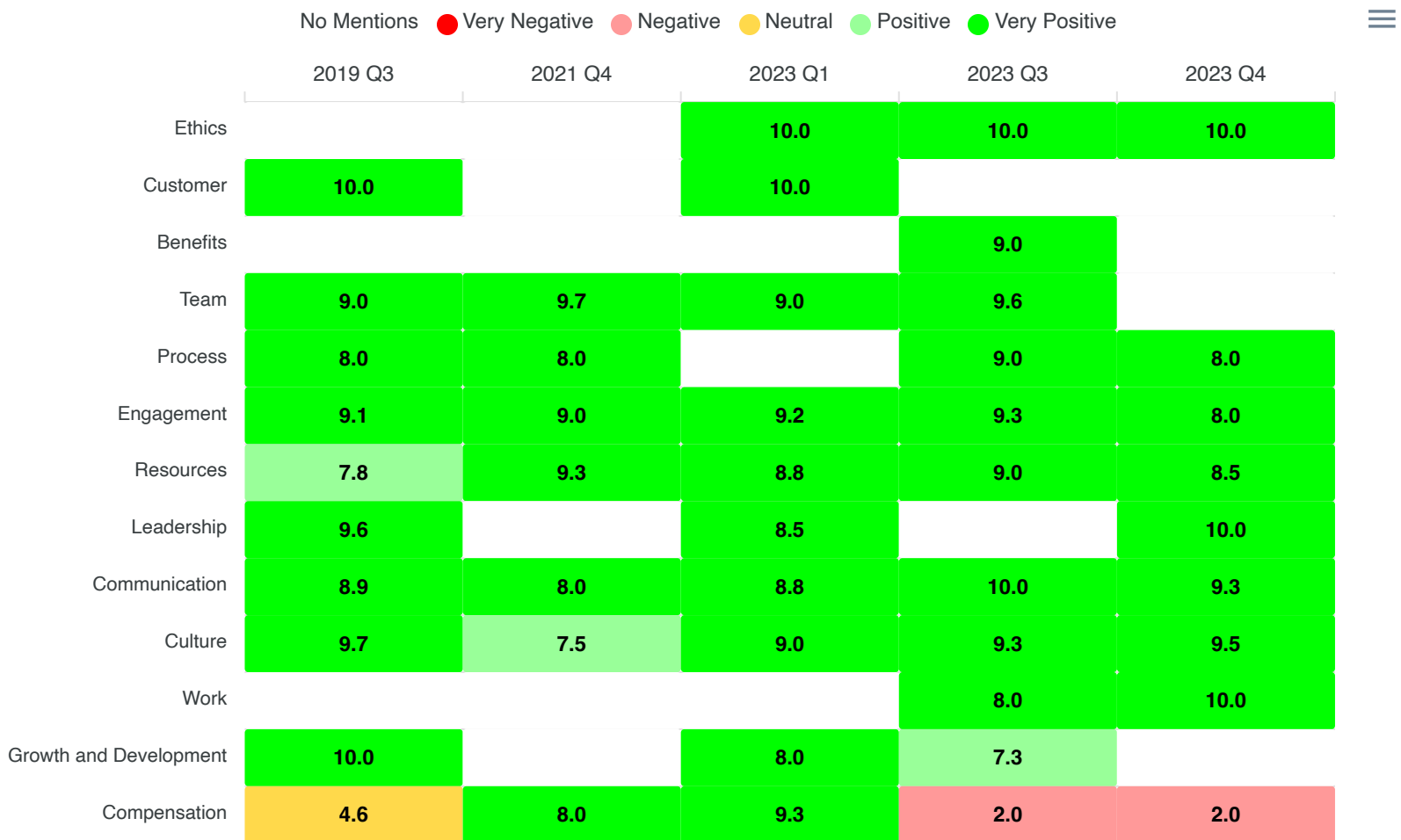
## Areas of Excellence

- Culture
- Communication
- Resources



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



# Work

Average sentiment for Work is 10.0 out of 10

Comment	eNPS
I enjoy working for seated massage, the company is well organised, and the practioner lounge makes it easy to invoice after completing a service. Communication is reliable and <b>I love that the job I do for seated massage is near where I live</b> . Thank you.	9

# Ethics

Average sentiment for Ethics is 10.0 out of 10

Comment	eNPS
Good company with <b>strong values</b> and very professional.	8



# Leadership

Average sentiment for Leadership is 10.0 out of 10

Comment	eNPS
Wonderful company and <b>run by great couple</b> - the pay is a little low is the only drawback	8

# Culture

Average sentiment for Culture is 9.5 out of 10

Comment	eNPS
Friendly and supportive	10
I feel like I'm working with a professional company.	10
Professional organisation	10
It's an amazing company to collaborate with. They very transparent, clear instructions and great availabilities.	10
Fabulous company and look after their massage practitioners!	10
I enjoy working for seated massage, the company is well organised, and the practioner lounge makes it easy to invoice after completing a service. Communication is reliable and I love that the job I do for seated massage is near where I live. Thank you.	9
Good company with strong values and very professional.	8
Wonderful company and run by great couple - the pay is a little low is the only drawback	8

# Communication

Average sentiment for Communication is 9.3 out of 10

Comment	eNPS
It's an amazing company to collaborate with. <b>They very transparent, clear instructions</b> and great availabilities.	10
I enjoy working for seated massage , the company is well organised , and the practioner lounge makes it easy to invoice after completing a service. <b>Communication is reliable</b> and I love that the job I do for seated massage is near where I live. Thank you.	9
Good support, <b>great communication</b>	9

# Resources

Average sentiment for Resources is 8.5 out of 10

Comment	eNPS
Nice facilities to work at .	10
It's an amazing company to collaborate with. They very transparent, clear instructions and great availabilities.	10
I enjoy working for seated massage , the company is well organised , and the practioner lounge makes it easy to invoice after completing a service. Communication is reliable and I love that the job I do for seated massage is near where I live. Thank you.	9
Good support, great communication	9

# Engagement

Average sentiment for Engagement is 8.0 out of 10

Comment	eNPS
Because they care.	10
Fabulous company and look after their massage practitioners!	10
I enjoy working for seated massage, the company is well organised, and the practioner lounge makes it easy to invoice after completing a service. Communication is reliable and I love that the job I do for seated massage is near where I live. Thank you.	9
Good company with strong values and very professional.	8
Wonderful company and run by great couple - the pay is a little low is the only drawback	8

# Process

Average sentiment for Process is 8.0 out of 10

Comment	eNPS
I enjoy working for seated massage , <b>the company is well organised</b> , and the practioner lounge makes it easy to invoice after completing a service. Communication is reliable and I love that the job I do for seated massage is near where I live. Thank you.	9

# Compensation

Average sentiment for Compensation is 2.0 out of 10

Comment	eNPS
Wonderful company and run by great couple - <b>the pay is a little low</b> is the only drawback	8

# Thank You!

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

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