

# EMPLOYEE SATISFACTION (eNSP)



July 2021

**etika**

# Our first eNPS

In July we asked you to take part in etika's very first Employee Satisfaction Survey. We wanted to gain insight into what you think about working for etika; to understand where we're excelling and areas where we can improve.

**56%** Completed the survey

  
35 of 62 people

## eNPS scores range



0

Acceptable



10-30

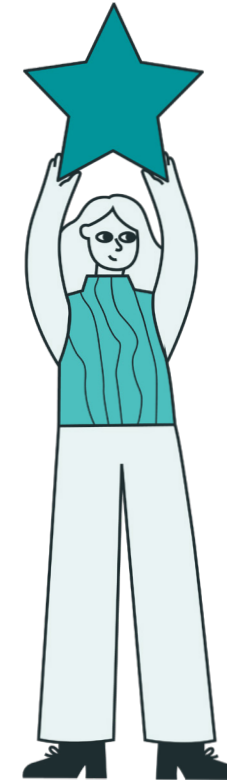
Good



50

Excellent

## etika's eNPS score



We are delighted to say our score is **15**, which is a 'good' rating.

Here is a summary of what you told us...

# Likes...

- 1 Great **culture** and **people**
- 2 Focus on **ethical behaviour** is more than just lip service
- 3 You are **treated as an individual** not as a number
- 4 **Supportive and friendly** place to work
- 5 **Recognition** for hard work
- 6 The **ability to work from home** whilst still working on challenging and complex problems
- 7 Good **career opportunities**







# We could improve on...

- 1** **Communication.** Regular updates from management (feels limited to Gazetika)
- 2** **Collaboration.** Priorities and decisions are made together across all teams.
- 3** **Resourcing.** Invest more in teams (and tools) to achieve growth.
- 4** More flexibility in **hybrid working/working arrangements/** better work life balance.



# What next?

- 1 We'll **listen to your feedback** and consider how we can adapt our ways of working
- 2 If you have **ideas or suggestions** let us know!
- 3 We'll be doing **another survey in February** to keep in touch with you
- 4 In the meantime, **thank you for your participation**

