

Employee Experience

Employee Experience (EX) is a combination of the following measurement areas:

Employee Engagement

- Empowerment/engagement
- People dynamics (e.g., communication, recognition)
- Career development and compensation (e.g., training, career progression)
- Work processes and quality (e.g., goals & strategy, resources)
- Management (e.g., supportive management, company leadership)

Employee Satisfaction

- Importance of/satisfaction with key job aspects (e.g., compensation, hours, workload, work/life balance)

Loyalty

- Employee Net Promoter Score – likelihood of recommending employment at company

Workplace Culture

Perceptions of the workplace culture in two broad areas:

- Communication (e.g., Inconsistent vs. consistent, closed vs. open, unclear vs. clear)
- Structure (e.g., inefficient vs. efficient, disorganized vs. organized)



Employee Engagement KPIs

		Company vision and strategy	Company leadership
Supportive management	Career progression	Collaboration	Engagement
Empowerment	Communication	Recognition	Training and development