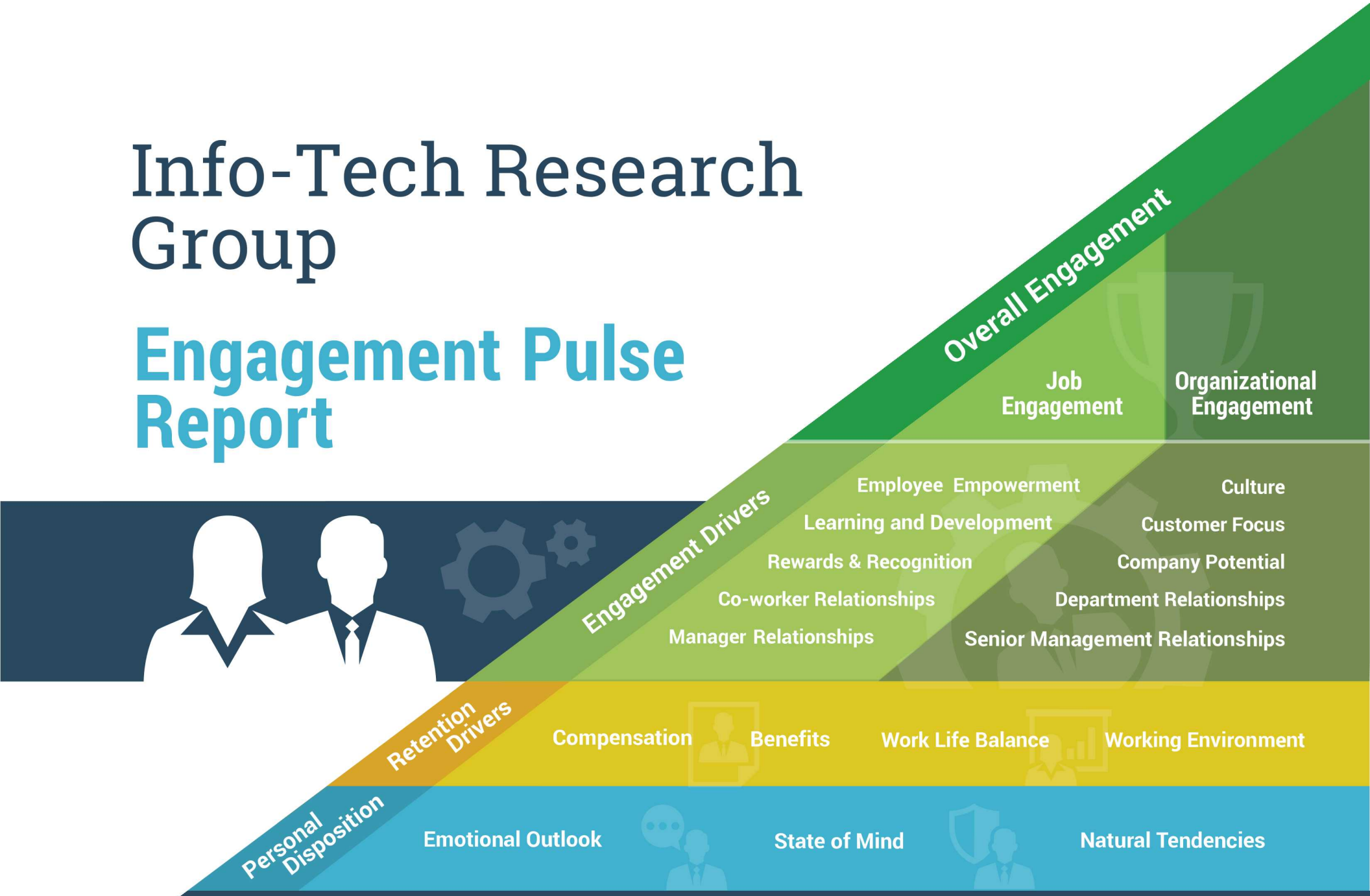


Info-Tech Research Group

Engagement Pulse Report



McLean & Company is a research and advisory firm providing practical solution to human resources challenges via executable research tools and advice that have a clear and measurable impact on your business. 1997-2020 © McLean & Company. McLean & Company is a division of Info-Tech Research Group Inc.

SATISFIED

ENGAGED

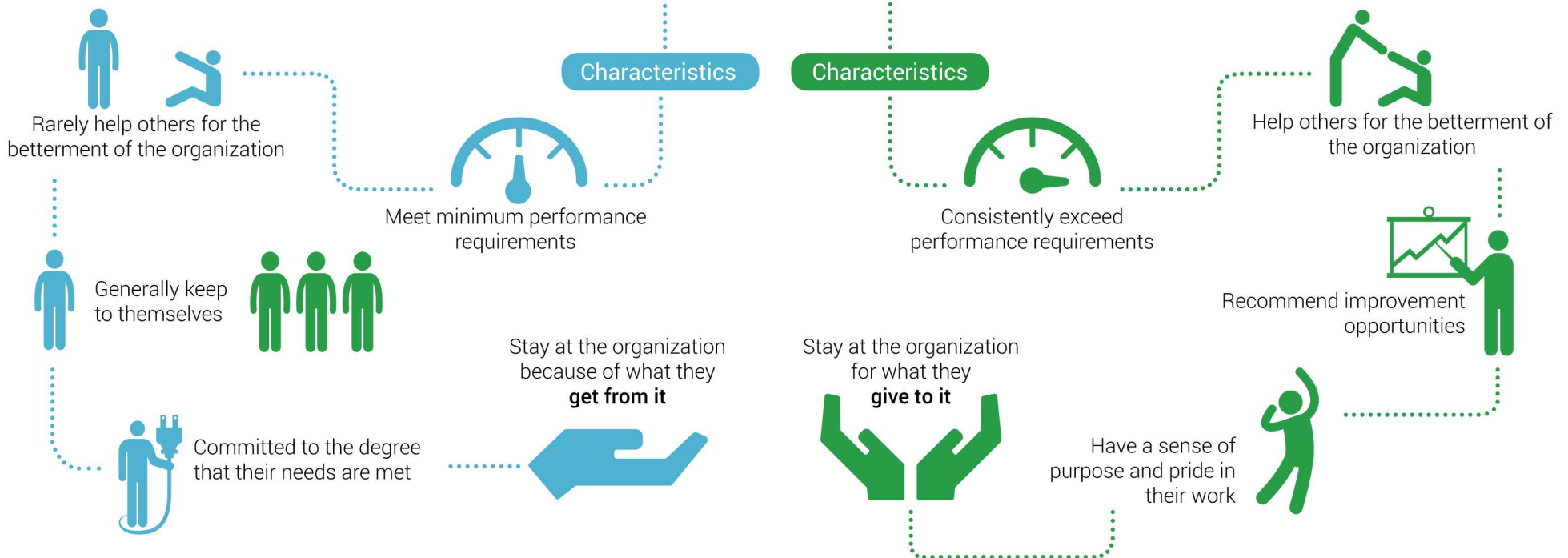
Satisfied employees feel comfortable and are generally happy that their needs are being met.

Engaged employees feel energized, passionate, and dedicated. They are highly involved with their work and the organization.



Average Performance

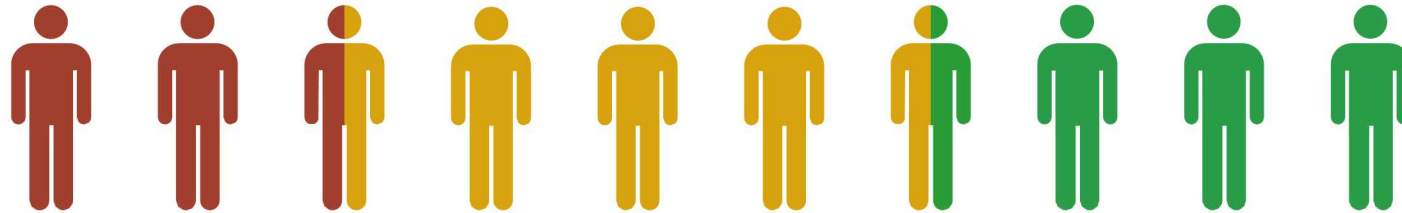
Optimal Performance



Employee Experience Question

How likely would you be to recommend this organization to a qualified friend or a family member as a great place to work?

Employee Experience Breakdown



DETRACTORS
Answered 0-6



of Respondents
301 26.6%

PASSIVES
Answered 7-8



of Respondents
453 40.1%

SUPPORTERS
Answered 9-10



of Respondents
376 33.3%

Employee Experience Score

6.6

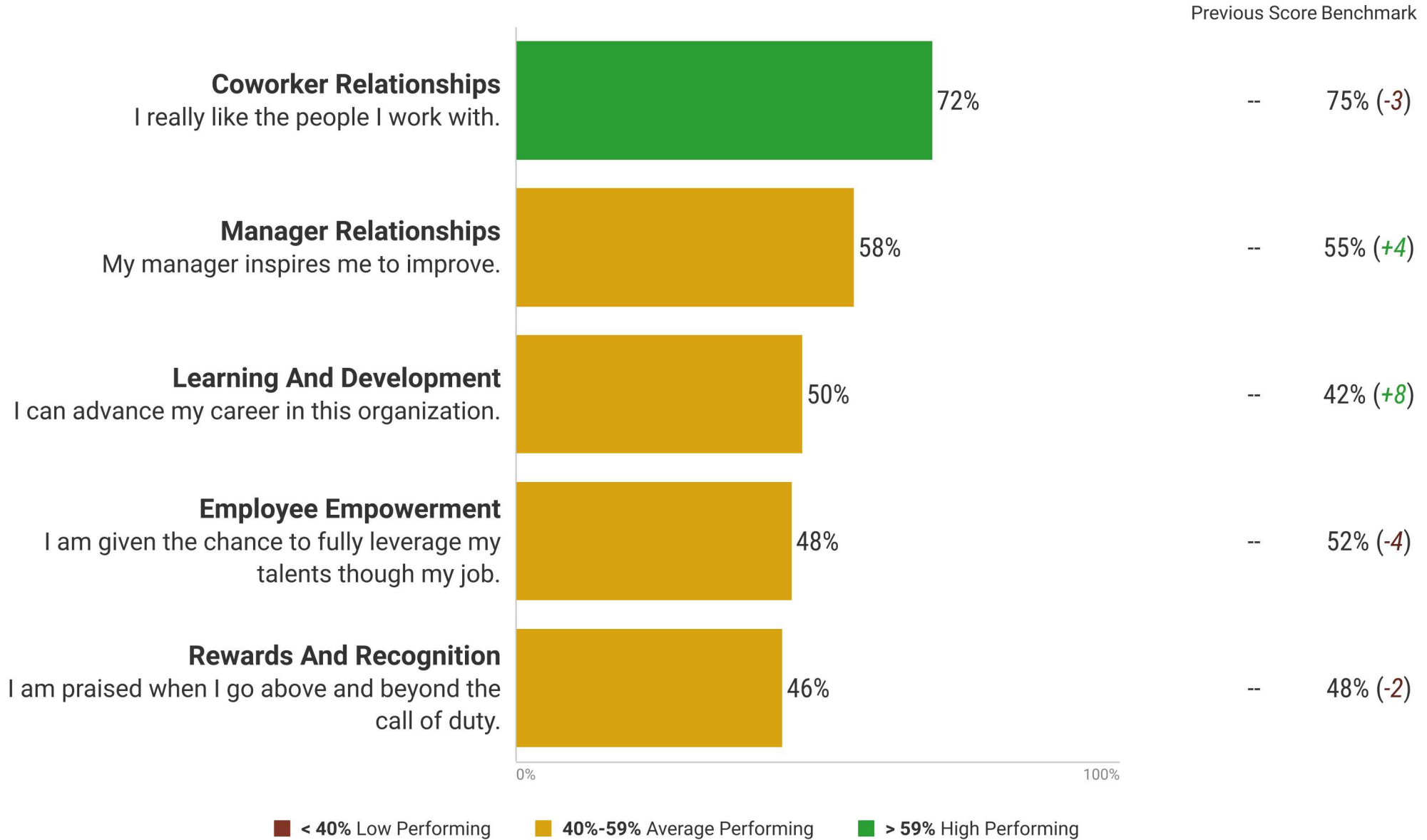
Previous Score

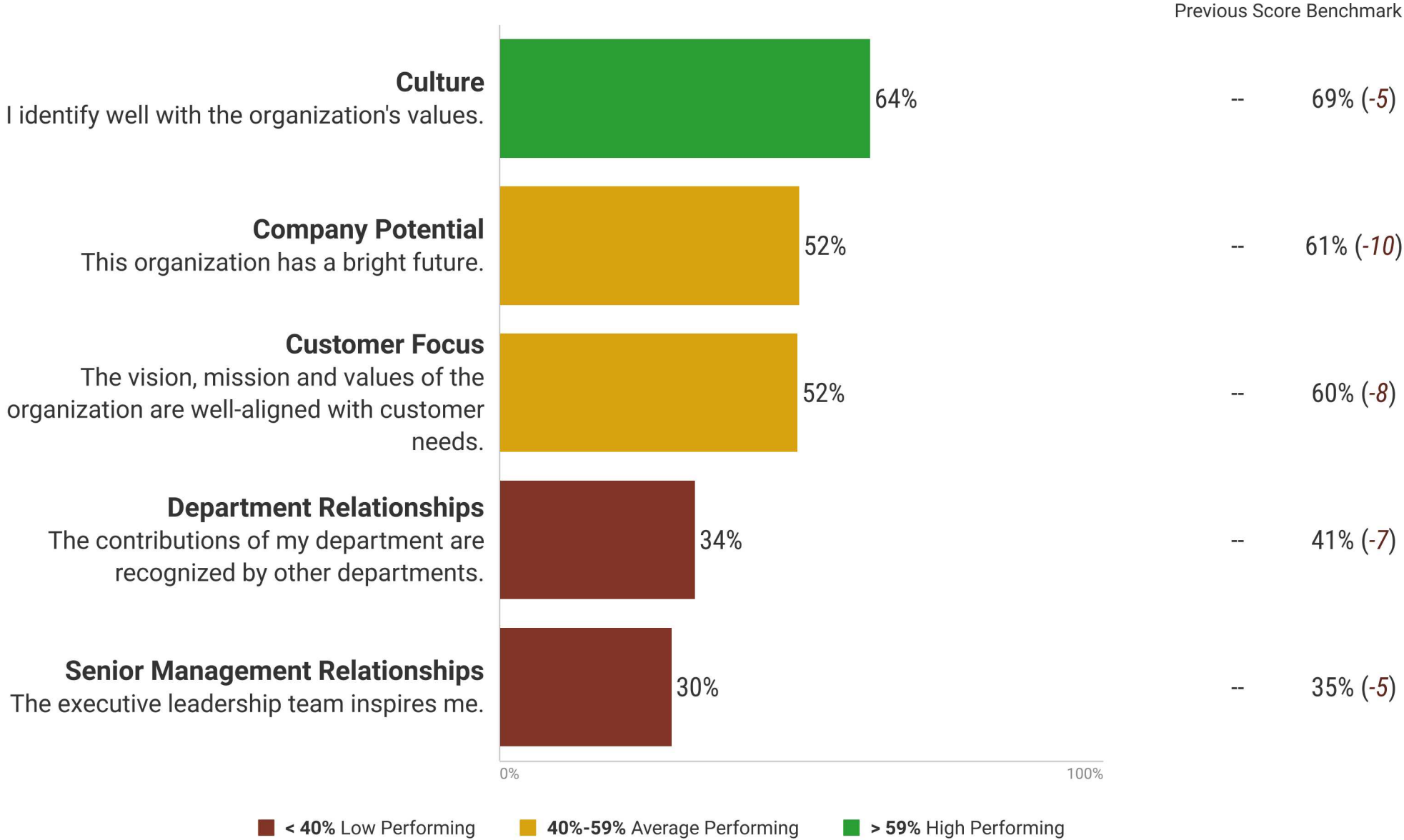
-2.2

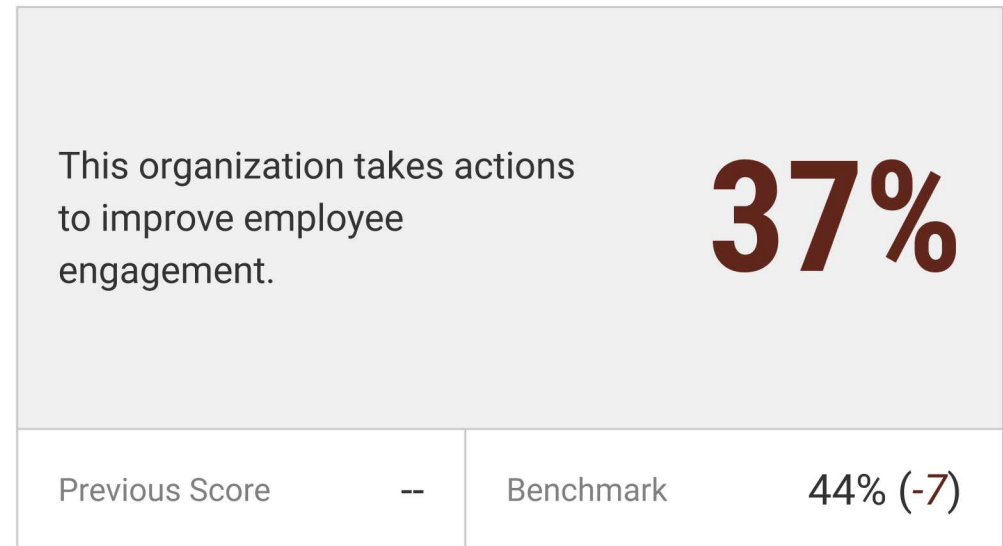
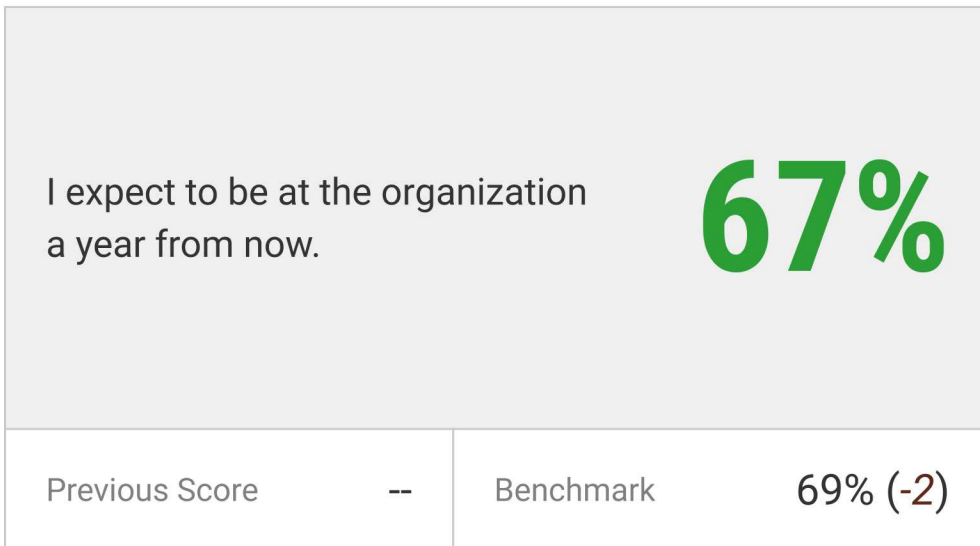
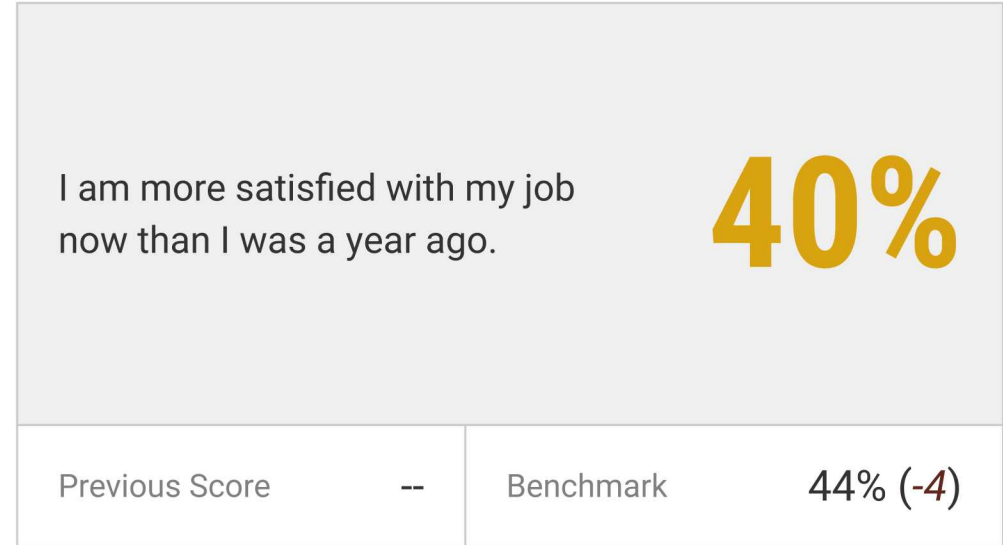
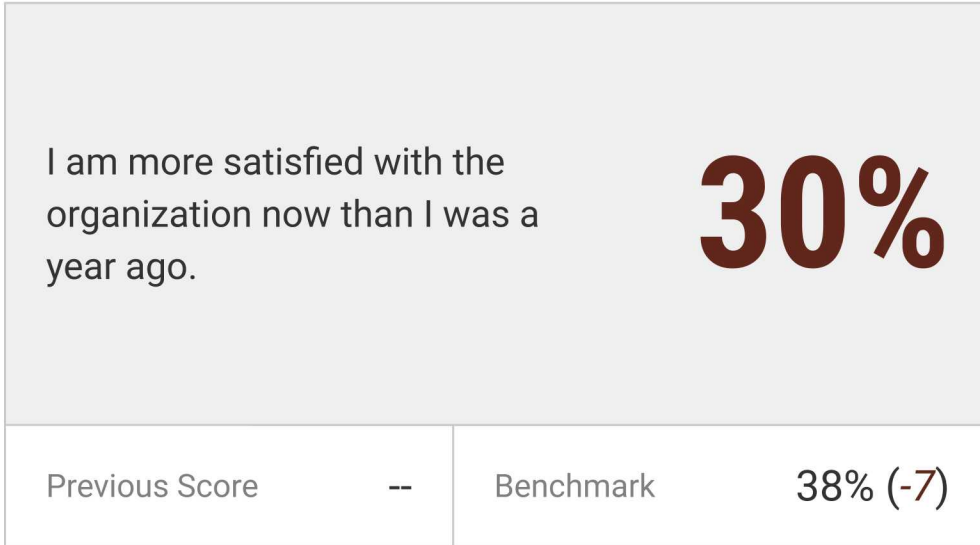
Benchmark Average

N/A

Employee Experience Score = % Supporters - % Detractors







■ < 40% Low Performing ■ 40%-59% Average Performing ■ > 59% High Performing

Interpreting the Results

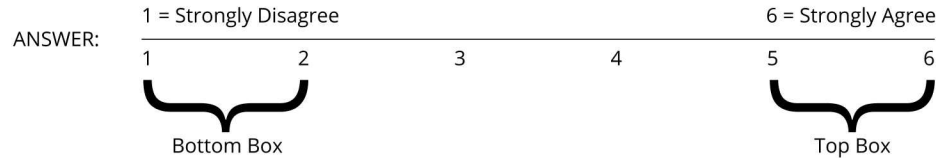
Driver Questions

Each driver on this survey was represented by one question. You can find the each driver and its associated question below:

1. **Employee Empowerment:** I am given the chance to fully leverage my talents though my job.
2. **Learning And Development:** I can advance my career in this organization.
3. **Rewards And Recognition:** I am praised when I go above and beyond the call of duty.
4. **Coworker Relationships:** I really like the people I work with.
5. **Manager Relationships:** My manager inspires me to improve.
6. **Culture:** I identify well with the organization's values.
7. **Customer Focus:** The vision, mission and values of the organization are well-aligned with customer needs.
8. **Company Potential:** This organization has a bright future.
9. **Department Relationships:** The contributions of my department are recognized by other departments.
10. **Senior Management Relationships:** The executive leadership team inspires me.

Driver Calculation

McLean & Company uses a standardized 6-point scale for data collection. Respondents are asked to indicate the extent to which they agree with each statement by choosing a number between 1 and 6 on the scale. We display the results as a top box score, or the percentage of respondents who chose 5 or 6 (agree or strongly agree).



Benchmarks

McLean & Company offers clients a general benchmark to ensure the data has enough breadth and depth to maintain its integrity. The following industries are included in McLean & Company's engagement survey benchmark: Business Services, Financial Services, Not-for-profit, Manufacturing, Construction, Retail/Wholesale, Consumer Products, Energy, Health Care, Government, Education.

Ultimately the state of engagement at every organization is shaped by its people, culture, history, and other factors. Consequently, all decisions related to engagement initiatives must be based on your organization's results and unique needs. External comparisons – including benchmarks – should be used to provide context around your results rather than to make decisions.