

Dashboard Guide

Dear People Champions

You want to support your employees during this challenging time and we are here to make it happen.

This guide will help you to:

1. Understand your dashboard results
2. Communicate results back to your organisation

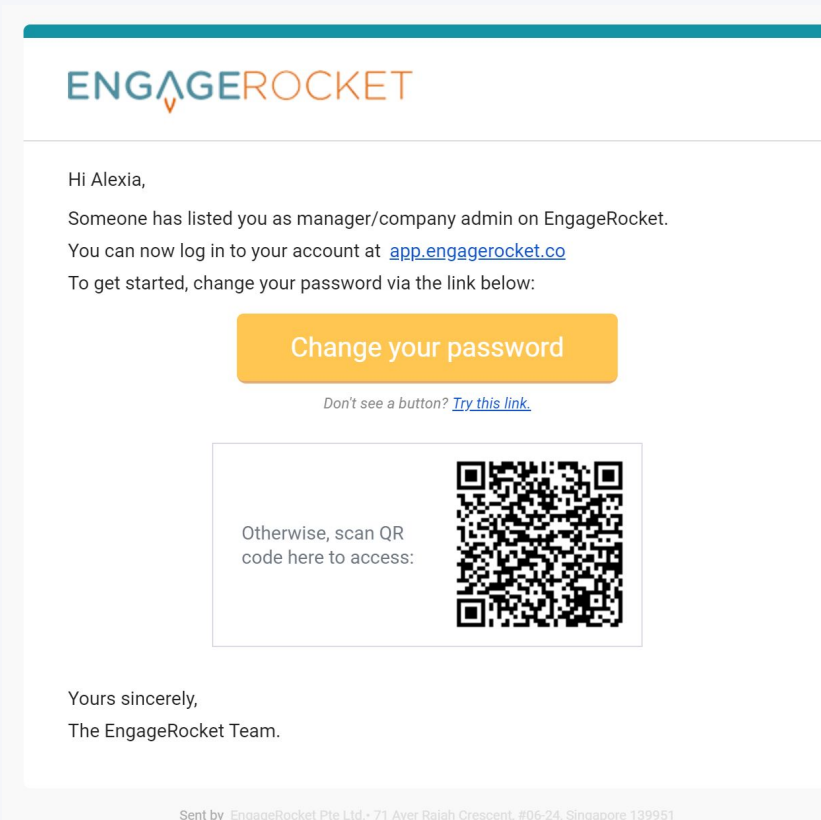


Setting up your account

Once your account **is** ready, you will receive an email from EngageRocket to log-in to your account.

The first step will be to change your password following the instructions within the email.


Once the survey starts, you will be able to monitor the employee participation rate and real-time results in your dashboard.



Accessing your dashboard



Belong

 Lifecycle Survey and Analytics Tool

SIGN IN

Once you've set up your personal account, you will find aggregated scores of your organisation on an easy-to-understand dashboard, management tips and recommendations on engagement ideas based on your results.

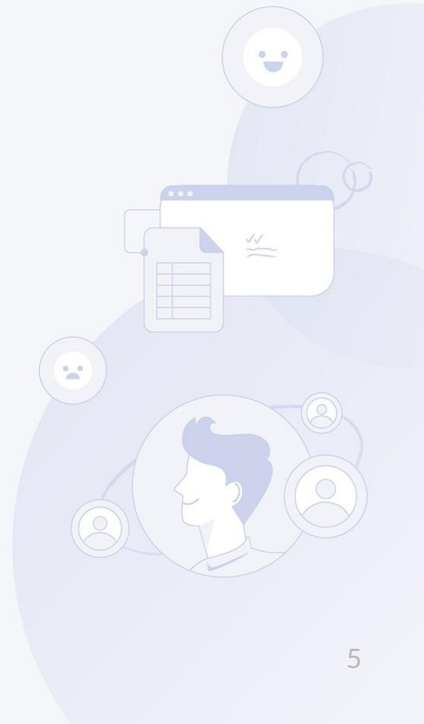
Click [here](#) to login.
app.engagerocket.co
Please select "Belong" to login

Reflection point

Before you get started, we recommend taking a moment to understand where this feedback is coming from and how to interpret the data.

Below are a few questions that we recommend answering before looking at the data:

1. Top three goals you would like your organisations to achieve
2. Strengths that your organisation is excelling in
3. Areas you need to work on immediately



Your Dashboard

Select the “Wellbeing to view your organisation’s results

The screenshot shows the EngageRocket dashboard interface. At the top, there is a navigation bar with 'Dashboard', 'Surveys', 'Custom reports', 'Permissions', and 'Employees'. On the right, there are links for 'PRICING', 'HELP', and a user profile for 'Marvyn'. Below the navigation bar, the main content area is titled 'Wellbeing' and 'Cycle 2' with a 'COMPLETED' status. A large blue question is displayed: *Is this the actual dashboard that the participants will see or something similar?*

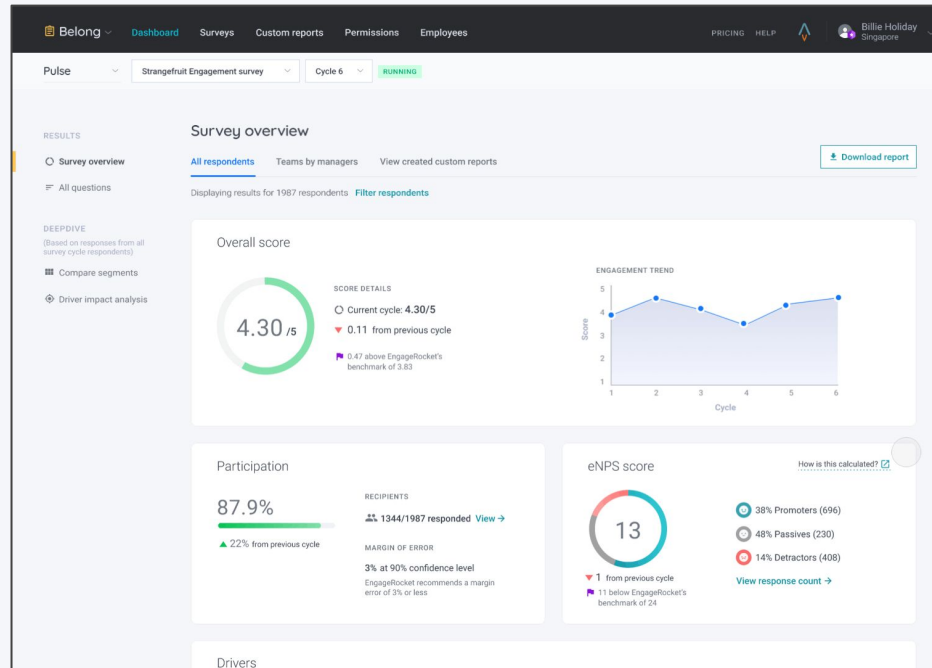
On the left sidebar, there are sections for 'RESULTS' (Survey overview, All questions), 'DEEPDIVE' (Compare Segments, Driver impact analysis), and 'Survey overview' (All respondents, Teams by managers, View created custom reports). There are buttons for 'Download Excel' and 'Download PDF'.

The main content area displays 'Overall score' and 'OVERALL SCORE TREND'. The overall score is 3.58/5, with a score detail section showing: Current cycle: 3.58 / 5, 3.58 from previous cycle, and 0.4 under EngageRocket's benchmark of 3.98. The trend graph shows a score of 1 at cycle 1, 4 at cycle 2, and 1 at cycle 3.

Cycle	Score
1	1
2	4
3	1

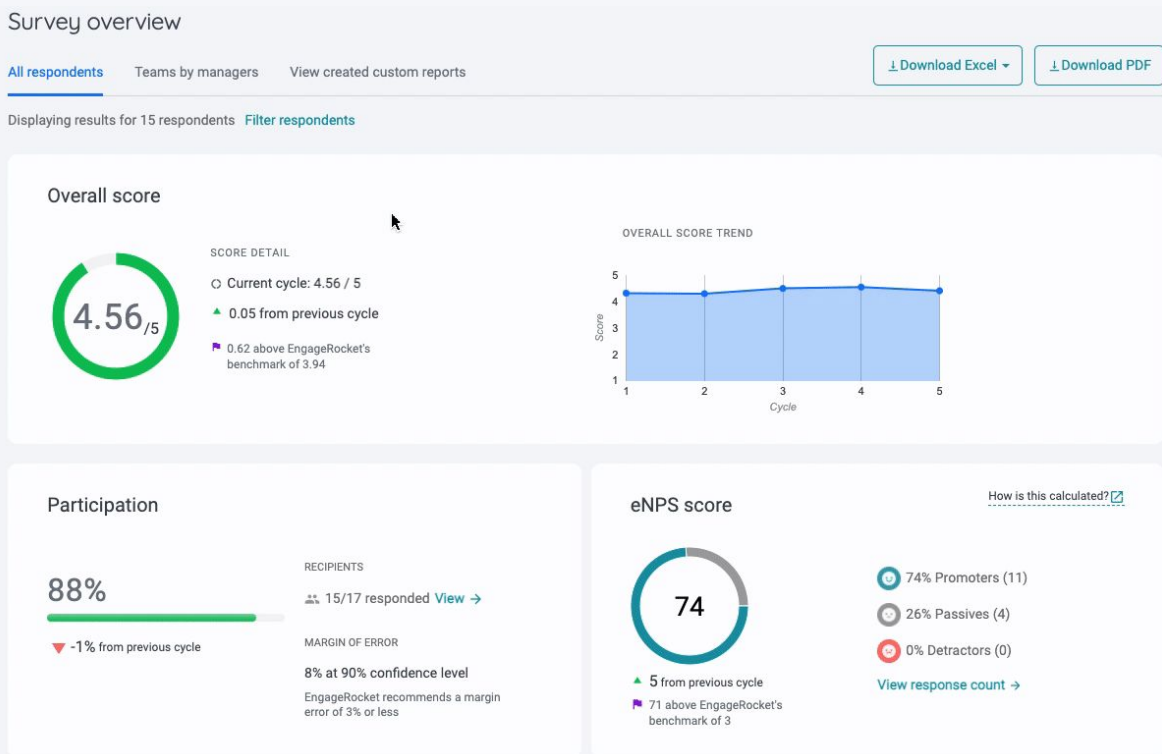
Your dashboard

You can find the key statistics for your team organisation: overall score, margin of error, participation rate and your organisation's eNPS score.



Your Dashboard

Click on “Filter respondents” to view the results of a particular department



Key Insights

Scroll down on your dashboard to see results for each driver - *drivers in this survey will vary and be different from below?* The score is an average of every question your employees have answered about the driver. Click on **“View score breakdown”** to see the questions in each driver.



All Questions tab

This is where you can see the responses for all your different question types

All questions

[All respondents](#)

[Teams by managers](#)

[View created custom reports](#)

[Download Excel](#)

[Download PDF](#)

Displaying results for 15 respondents [Filter respondents](#)

[Drivers](#)

[eNPS](#)

[Open-ended](#)

[Multiple-choice](#)

[Yes/No](#)

Drivers:

[Collapse All](#) | [Expand All](#)

View: Favourable score Response count

Productivity / WFH Effectiveness

Driver score: 4.57 ▲ 0.19

I am able to accomplish more working from home.

 15 responded

RESPONSE COUNT

5 - STRONGLY AGREE	<div style="width: 53%;"><div style="width: 53%;"></div></div>	53%	8
4	<div style="width: 33%;"><div style="width: 33%;"></div></div>	33%	5
3	<div style="width: 13%;"><div style="width: 13%;"></div></div>	13%	2
2	<div style="width: 0%;"><div style="width: 0%;"></div></div>	0%	0
1 - STRONGLY DISAGREE	<div style="width: 0%;"><div style="width: 0%;"></div></div>	0%	0

 4.40 ▲ 0.03

All Questions tab

For scored questions, you can choose between “Favourable Score” and “Response Count”

Drivers: Sort by question order Collapse All Expand All View: Favourable score Response count

Productivity / WFH Effectiveness Driver score: 4.57 ▲ 0.19

I am able to accomplish more working from home.
15 responded

FAVOURABLE SCORE

87% 13%

4.40 ▲ 0.03

My colleagues remain committed to quality deliverables while working from home.
15 responded

FAVOURABLE SCORE

100%

4.73 ▲ 0.35

Open-ended

Look into what your employees are saying by reading through their responses.

The screenshot displays the 'All questions' section of the EngageRocket dashboard. On the left sidebar, 'All questions' is highlighted. The main content area shows a question: 'If you could change one thing to make your organisation a better place to work, what would it be?' with 1200 respondents. The 'RESPONSES' section features a donut chart showing sentiment distribution: Positive 0% (3), Neutral 28% (339), and Unavailable sentiment 33% (397). A 'Sentiments' toggle is set to 'ON'. Navigation buttons for 'Download Excel' and 'Download PDF' are visible at the top right.

RESULTS

Survey overview

All questions

DEEPDIVE
(Based on responses from all survey cycle respondents)

Compare Segments

Driver impact analysis

All questions

All respondents Teams by managers View created custom reports

Download Excel Download PDF

Displaying results for 1200 respondents Filter respondents

Drivers eNPS **Open-ended**

QUESTIONS

If you could change one thing to make your organisation a better place to work, what would it be?

1200 responded

RESPONSES You can acknowledge/clarify your team's responses on Teams by Managers' view

View by sentiment: All sentiments

Sentiments **ON**

- Positive 0% (3)
- Neutral 28% (339)
- Unavailable sentiment 33% (397)

1200

Open-ended

Closing the feedback loop is important, let your employees know their feedback has been heard. You can **acknowledge** the responses from your employees by clicking on acknowledge.

QUESTIONS

Do you have any concerns about returning to the office that you want to share?
3 responded

What is one thing that could improve your working environment at home?
3 responded

Please share the reason behind your choice for question 3.
3 responded

RESPONSES You can acknowledge/clarify your team's responses on Teams by Managers' view

View by sentiment: All sentiments Sentiments

3

- Positive 0% (0)
- Negative 33% (1)
- Neutral 67% (2)
- Unavailable sentiment 0% (0)

There's no vaccine yet it's hard to feel safe traveling again esp MRTs are crowded.
Acknowledge Clarify

Nothing for now
Acknowledge Clarify

Besides the mask, nothing much.
Acknowledge Clarify

Open-ended

You can also **clarify** responses through an anonymous chat with any employee.

Request Clarification

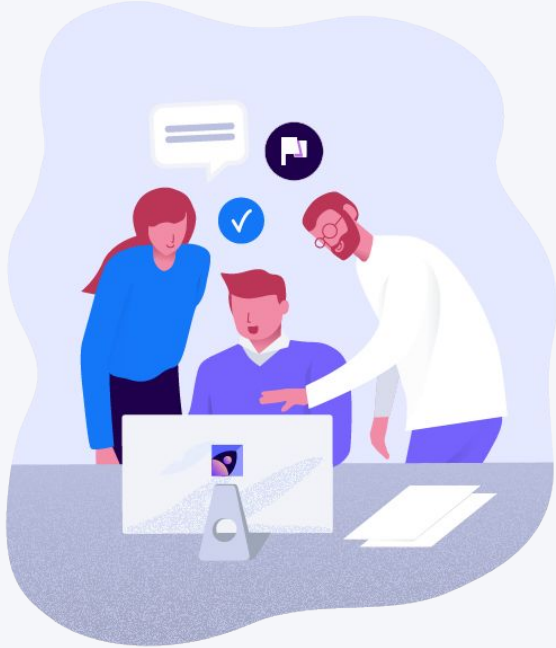
Answer: Please reconsider the hotdesking arrangement. It is very tiring to have to find a seat day in day out. Office can also be very noisy when many people are on calls, and it can be very distracting.

Your message

SUBMIT

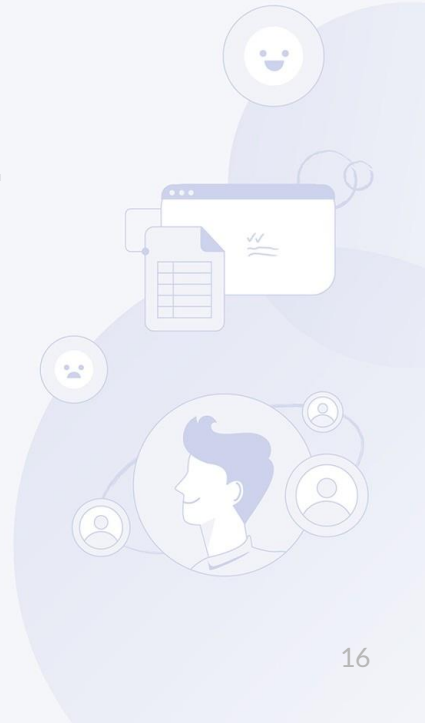
CANCEL

Terminology



- **Score:** The mean response to EngageRocket's engagement related questions.
- **eNPS (Employee Net Promoter Score):** Employees' answers are divided into three segments. Promoters (9-10 scores), Passives (7-8) and Detractors (0-6 score). The eNPS is calculated by subtracting the percentage of detractors from the percentage of promoters. Scores can range from -100 to 100.
- **Driver:** A factor of what drives the score. Each driver may be made up of 1 or more engagement or well-being questions.

Communicating the results



Sample email to communicate results back to your organisation

Hi <Organisation>,

Thank you for being part of the survey. The survey closed on <date> and <x%> of our employees participated in the survey. Our overall score on a 5-point scale is <score>.

Strength

- Our company's strength is X

Opportunity

- Our company can work on X

With these insights, let's discuss on how we can address the opportunities and work on the action plans to make our team more productive and collaborative in the current circumstances. <Organisation> and its management is committed to promote a better, more productive culture through understanding your needs. .

Kind regards,
< CHRO/Head of People>