

ENGAGEROCKET



National Employee Experience Transformation (NEXT) 2021 Programme

Dashboard Guide



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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

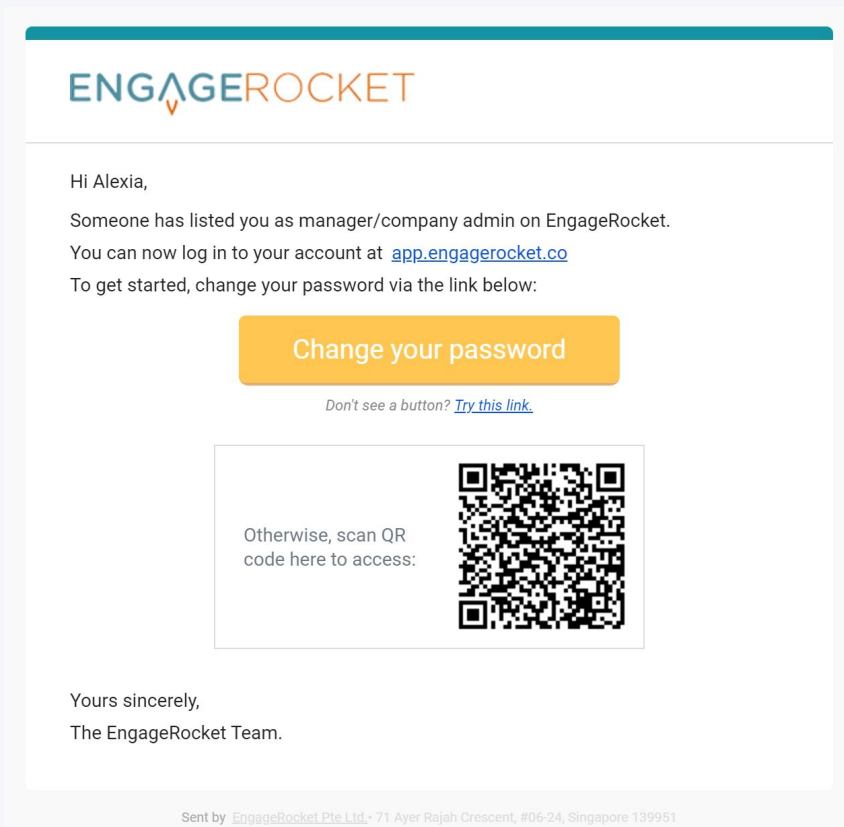


Setting up your account

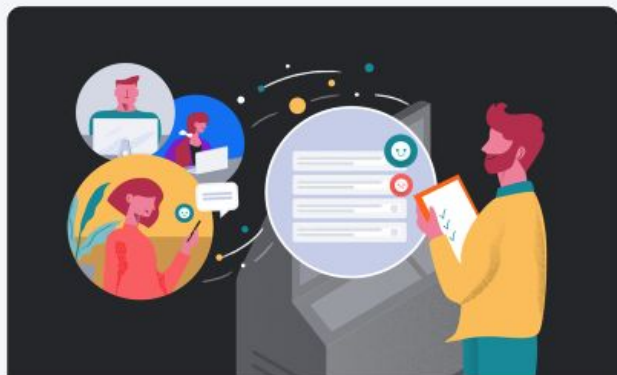
Once your account ready, you will receive an email from EngageRocket to log-in to your account.

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 results in real-time 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

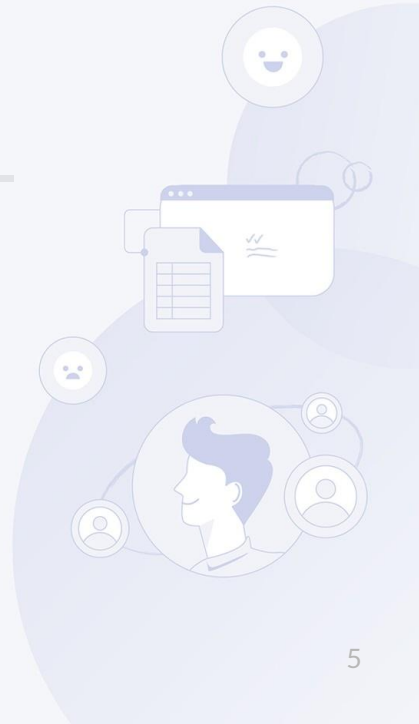
Please select "Belong" to login

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.

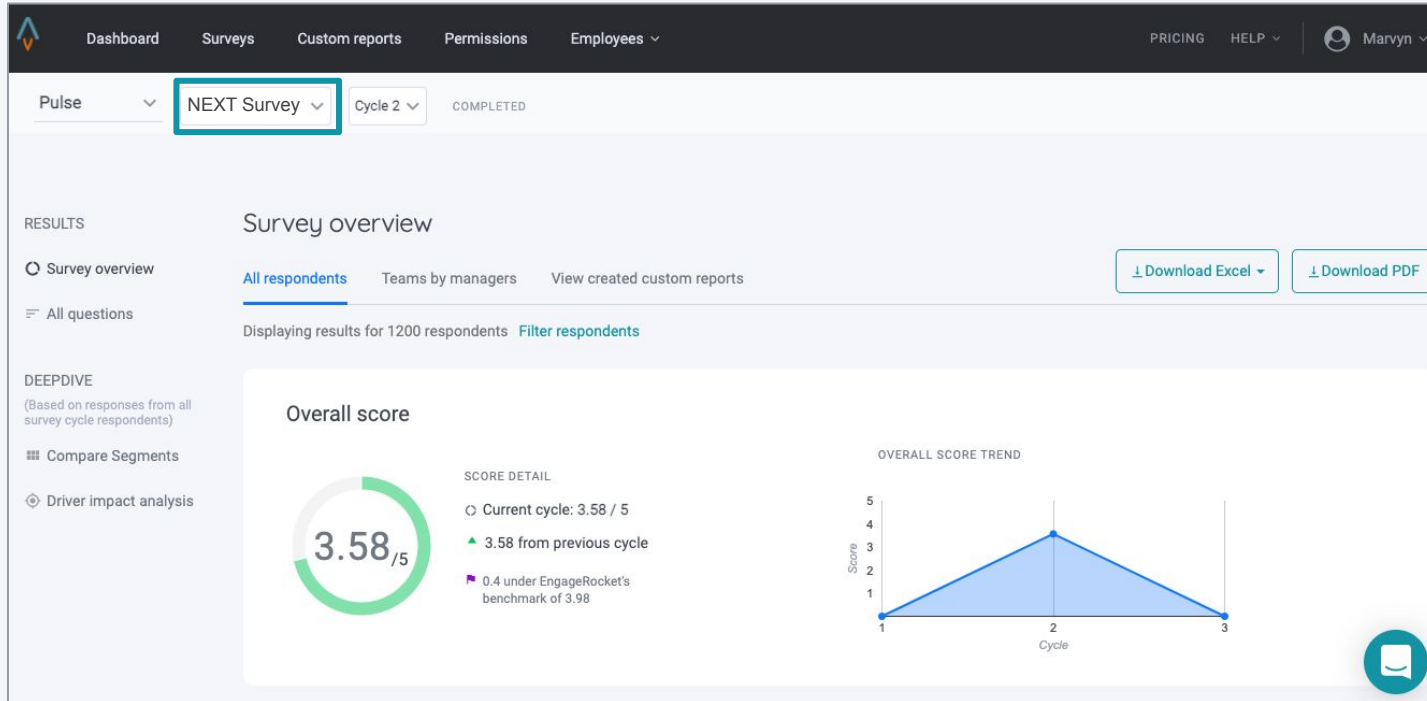
Below are a few questions that we recommend answering before looking at the data:

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



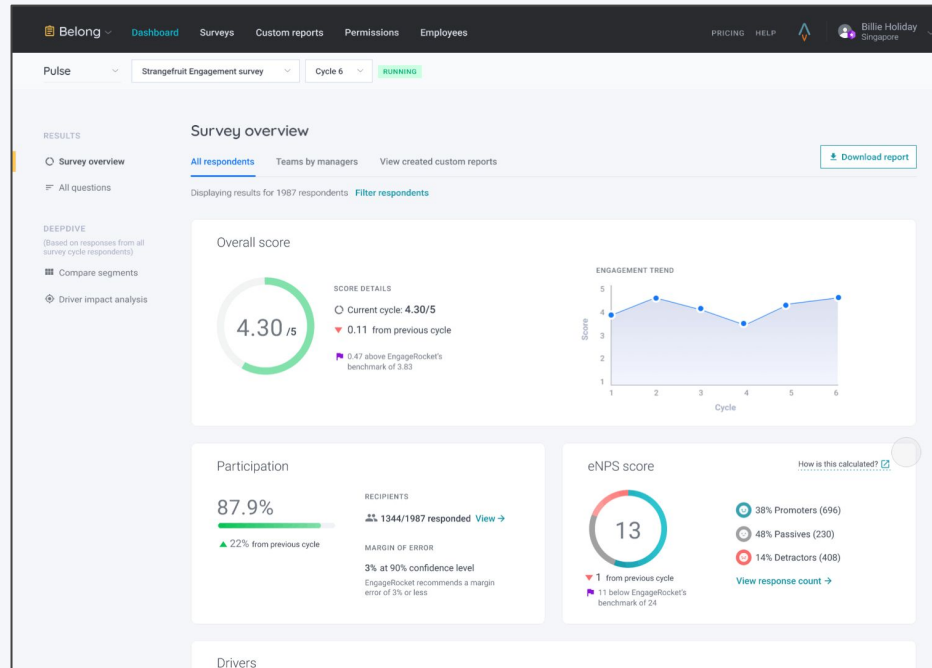
Your Dashboard

Select the “NEXT Survey” to view your organisation’s results



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

Survey overview

[All respondents](#)

[Teams by managers](#)

[View created custom reports](#)

[Download Excel](#)

[Download PDF](#)

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

Overall score



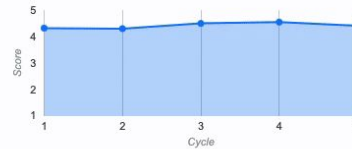
SCORE DETAIL

○ Current cycle: 4.56 / 5

▲ 0.05 from previous cycle

■ 0.62 above EngageRocket's benchmark of 3.94

OVERALL SCORE TREND



Participation

88%



▼ -1% from previous cycle

RECIPIENTS

👤 15/17 responded [View](#) →

MARGIN OF ERROR

8% at 90% confidence level

EngageRocket recommends a margin error of 3% or less

eNPS score

[How is this calculated?](#) ☒



▲ 5 from previous cycle

■ 71 above EngageRocket's benchmark of 3

😊 74% Promoters (11)

😐 26% Passives (4)

😞 0% Detractors (0)

[View response count](#) →

Key Insights

Scroll down on your dashboard to see results for each driver. 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.

Drivers

Clear Expectations	<div><div></div></div>	4.53	▼ 0.17
Organisational Effectiveness &	<div><div></div></div>	4.57	▼ 0.08
Productivity / WFH Effectiveness	<div><div></div></div>	4.35	▼ 0.22
Relationships at Work	<div><div></div></div>	4.45	▼ 0.15
Vision, Mission and Values	<div><div></div></div>	4.20	—

[View score breakdown →](#)



BOTTOM DRIVER

Vision, Mission and Values 4.20 —

BIGGEST DROP

Productivity / WFH Effectiveness 4.35 ▼ 0.22



TOP DRIVER

Organisational Effectiveness & Responsiveness 4.57 ▼ 0.08

BIGGEST IMPROVEMENT

— — —

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](#)

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

[Drivers](#)

[eNPS](#)

[Open-ended](#)

[Multiple-choice](#)

[Yes/No](#)

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

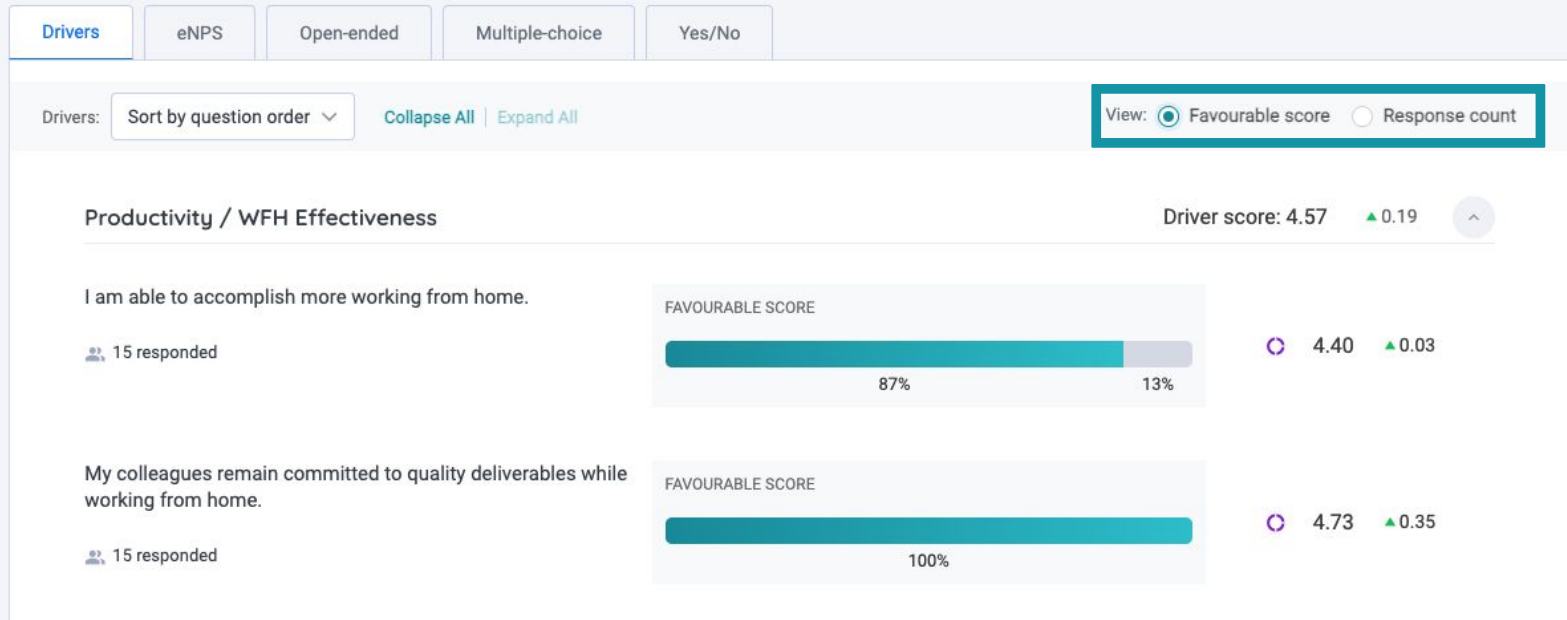
RESPONSE COUNT

5 - STRONGLY AGREE	53%	8
4	33%	5
3	13%	2
2	0%	0
1 - STRONGLY DISAGREE	0%	0

4.40 ▲ 0.03

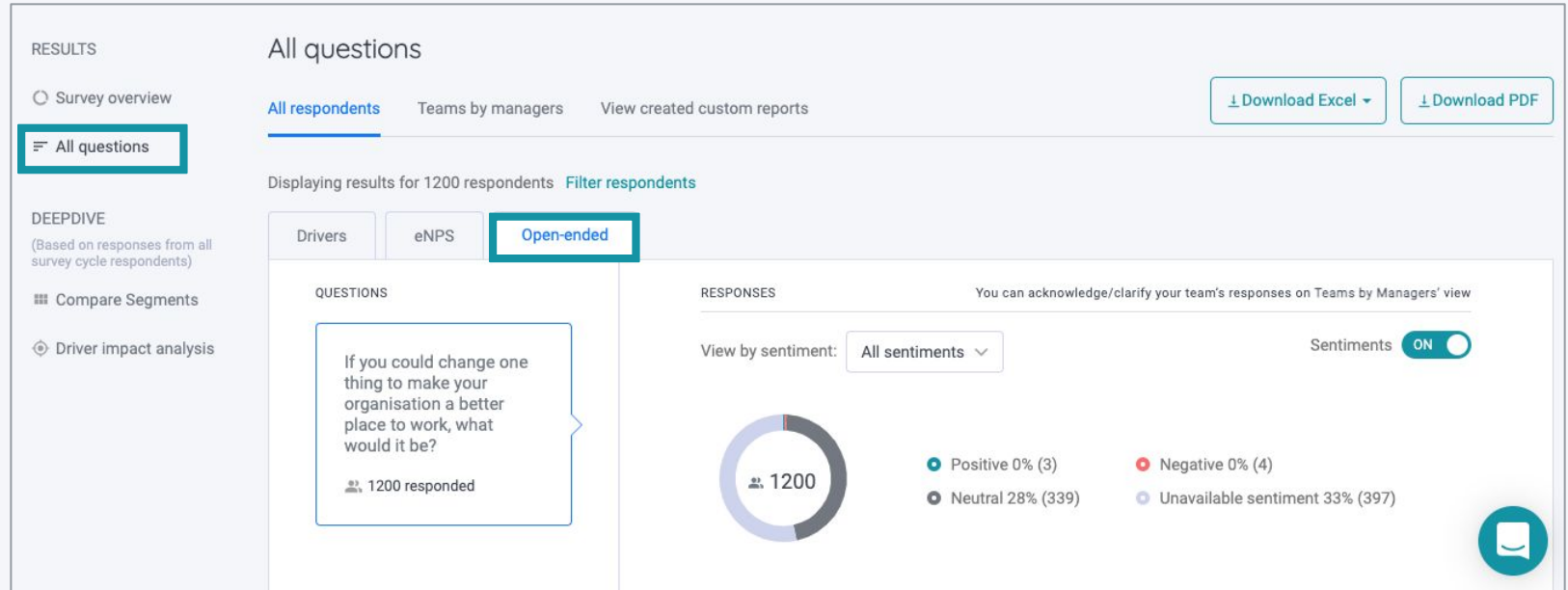
All Questions tab

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



Open-ended

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



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

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Open-ended

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

Request Clarification

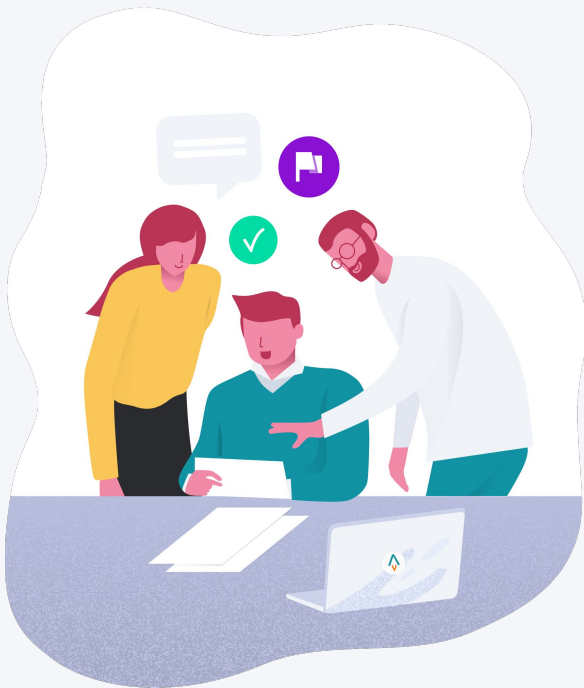
Answer: Please reconsider the hotdesking arrangement. It is very tiring to have to find a seat day in day out. Office can also be very noisy when many people are on calls, and it can be very distracting.

Your message

SUBMIT

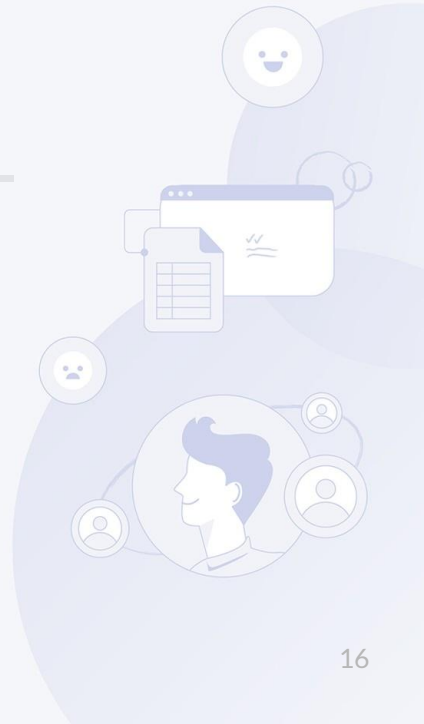
CANCEL

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 <company>,

Thank you for being part of our National Employee Experience Transformation 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. <Company> and its management is committed to promote a better, more productive culture through understanding your needs. .

Kind regards,
< CHRO/Head of People>

More questions?



- Chat with us inside the EngageRocket dashboard

- Email us at hello@engagerocket.co