

Adaptive Surveys®

Employee Insights To Improve Your Business

eNPS Survey

Improvement Suggestions

What should we change to increase the chance that you will recommend Intuit to your friends and family as a good place to work? Required

Ideas from Others

I would not recommend if the people looking for work did not have a high work ethic or be prepared to work long hours.

Getting through the system (online or phone) to fix laptop, tools, and SW problems is laborious and challenging.

Many times people are promoted into management positions and have no experience in being a manager.

I would like to see an emphasis on encouraging work from home, or work outside of traditional hours.

60 working hours per week is fine in peak times, but should not be the standard level.

Do not see your idea? You can add it here:

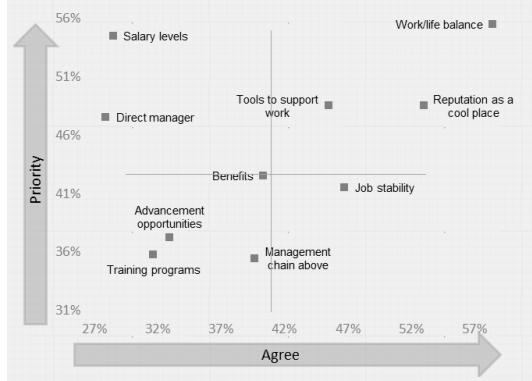
Add Idea Characters left: 140

Ideas you agree with in order of importance

- 1 Deploy tools that can improve the productivity and product quality (example automated test suites)
- 2 Either give the opportunity for advancement to those who work long hours and get things done, or shorten the number of working hours to accommodate work/life balance.
- 3 Improve the compensation (bonus) program
- 4 Specific steps/milestones outlined for promotion
- 5 We have had record earnings quarter after quarter and still do not reward high performing employees with compensation befitting their performance.

- Each employee reviews a different set of improvement ideas & indicates...
 - Those they agree with
 - Those that are priorities
- Top ideas are constantly challenged by new ideas – only the best survive
- Adaptive Questions™ use a simple drag-and-drop interface
- Ideas can come from Facebook, blog, the current survey or any other source

- Results are plotted on a two-dimensional grid divided into quadrants
 - Upper right: Most actionable eNPS ideas overall – highest priority combined with highest agreement
 - Upper left: Niche eNPS ideas – priority ideas among a smaller group
 - Lower right: Expected eNPS ideas – needed just to be competitive
 - Lower left: Secondary eNPS ideas – consider if upper right ideas are impossible or expensive



	Total	Functional Group						Location				
		Sales	Mktg	Eng	Support	Mnfg	Admin	US	EMEA	APAC	LATAM	Canada
Work/life balance	92%	0%	92%	56%	91%	96%	77%	82%	100%	0%	18%	94%
Advancement opportunities	82%	22%	83%	40%	84%	83%	78%	86%	78%	8%	53%	84%
Tools to support work	76%	40%	76%	41%	77%	73%	77%	74%	29%	81%	75%	
Salary levels	72%	70%	72%	73%	71%	73%	68%	71%	72%	28%	43%	72%
Training programs	68%	50%	68%	53%	68%	69%	62%	70%	64%	8%	43%	67%
Benefits	59%	29%	59%	42%	59%	56%	60%	59%	57%	28%	51%	59%
Job stability	57%	48%	55%	47%	56%	49%	63%	59%	47%	44%	6%	57%
Reputation as a cool place	52%	24%	52%	28%	52%	59%	33%	54%	46%	0%	52%	50%
Direct manager	52%	0%	52%	0%	53%	56%	39%	55%	43%	18%	23%	53%
Management chain above	50%	13%	49%	29%	49%	39%	61%	44%	51%	33%	9%	48%
Culture	49%	0%	49%	8%	50%	44%	51%	43%	50%	50%	15%	49%
Challenging work	48%	51%	47%	64%	46%	46%	46%	46%	47%	24%	18%	49%
Executive leadership	48%	42%	47%	60%	46%	54%	35%	45%	48%	19%	5%	49%
Work from home ops	39%	43%	38%	52%	37%	37%	36%	46%	26%	22%	29%	37%
Public transportation	38%	0%	38%	24%	35%	42%	19%	34%	33%	0%	0%	39%
cafeteria	36%	0%	36%	5%	36%	38%	29%	42%	27%	0%	22%	36%
Cube/facilities	36%	0%	35%	30%	33%	28%	42%	34%	31%	0%	0%	35%
Company store	31%	0%	33%	0%	36%	26%	13%	44%	0%	0%	0%	39%
Base	2385	287	437	501	103	982	75	922	458	188	83	734

- Results are segmented by eNPS category & presented in an easy-to-read format
- The most actionable ideas for each segment are determined using a statistic that considers...
 - Percent who agree
 - Percent who say it is a priority
 - Number who viewed the idea
- Segmentation can be imported or asked using a traditional survey question

Adaptive Surveys®...

- Deliver actionable eNPS improvement ideas
- Prioritize themes, sub-themes and comments
- Show you where Promoters and Detractors agree and disagree
- Allow innovative ideas to float to the top
- Uncover unique eNPS solutions
- Put customer voices directly in front of executives
- Set up in minutes and deliver results in hours or days
- Are short resulting in higher response rates
- Are conversational resulting in happier respondents
- Run on CloudMR or your own site via API