

# Employee Satisfaction Today: BREAKING DOWN THE LATEST ENPS® TRENDS

The first step to creating a great employee experience is understanding how your employees feel about your organization. An employee Net Promoter Score®, or eNPS, can help you do just that.

## How It Works

Typically, an organization first sends its employees an eNPS survey similar to this.

**How likely are you to recommend this company to a friend or relative?**

0 1 2 3 4 5 6 7 8 9 10

**Why did you give that answer?**

Depending on how they answer, your employees are categorized as detractors, neutrals or promoters.

0 1 2 3 4 5 6 7 8 9 10

Detractors                      Neutrals                      Promoters

The final score is calculated by subtracting the percentage of detractors from the percentage of promoters, giving you a score between -100 and 100.

0  
53  
-100                      +100

**The higher the score, the more promoters your organization has, and the more satisfied your employees are.**



We analyzed the anonymous eNPS data of 194 organizations that use BambooHR® Employee Satisfaction to spot the most important trends—here's what we found.

## Organizational Trends

These are averages across all participating organizations.

Average eNPS score

0  
53  
-100                      +100

Average employee participation rate in eNPS surveys

54%

Organizations with the highest participation rates also had the highest average eNPS score.

## Employee Trends

These are the trends among individual employee ratings.

**By Location**

MIDWEST    NORTHEAST    SOUTH    WEST

**By Department**

CLIENT SERVICES    LEADERSHIP    MARKETING    IT & OPERATIONS

Those in leadership positions are more likely to be promoters than employees in any other position.

Employees in the South are more likely to be promoters.

**By Tenure**

<1    2-3    4-5    6-10    11-15    16-25    25+

**By Age**

<18-25    26-35    36-45    46-60    61+

Satisfaction tends to be the highest among new employees and veteran employees.

Employees who are 18-25 years old are less likely to be promoters than their older counterparts.

## Comment Topic Trends

People At Work, Leadership/Management, and Benefits were all topics that both promoters and detractors mentioned in their eNPS survey comments.

Most mentioned topics by **PROMOTERS** when asked "What makes our company so great?"

Most mentioned topics by **DETRACTORS AND NEUTRALS** when asked "What changes could we make to be a better place to work?"

Atomosphere                      Culture

**People At Work**

Benefits                      Leadership/Management

Communication                      Autonomy

**People at Work**

Benefits                      Leadership/Management

Teammates and managers can have a huge impact on an employee's experience at work—for good or bad.

**How do your employees feel about your organization? Check out BambooHR® Employee Satisfaction with eNPS® to get started.**

[Learn More](#)

### ABOUT THE DATA

Data were collected and made anonymous from 194 organizations that use BambooHR® Employee Satisfaction. All participating organizations agreed to allow their anonymized data to be used for this report.

### ABOUT BAMBOOHR

Bamboohr is all-in-one HR software made for small and medium businesses and the people who work in them. Serving more than 14,000 customers and supporting 1 million employees in over 100 countries, our software makes it easy to collect, maintain, and analyze your people data, improve the way you hire talent, onboard new employees, manage compensation, and develop your company culture. It's designed to set you free to focus on what matters most—your people. To learn more, visit [bamboohr.com](http://bamboohr.com) or follow us on Twitter at [@bamboohr](https://twitter.com/bamboohr).

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