

Final Report: Employee Performance Sentiment Analysis Report

(Self-Evaluation Insights | 2024)

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1. Executive Summary

This Employee Performance Sentiment Analysis Report provides a data-driven overview of how employees perceive their own performance and workplace experience across departments, cities, and gender categories. The insights are derived from self-evaluation forms, analyzed using a sentiment scoring scale ranging from 0.00 (Very Low) to 0.30 (Very Positive).

Overall, the sentimental data reflects a **generally healthy organizational culture**, with several high-performing teams showing confidence and pride in their contributions. However, the analysis also surfaces **critical areas requiring intervention**, particularly in departments where morale, clarity, or communication appear to be lacking.

1.1. Key highlights include:

- 1.1.1. The **average sentiment score** across the organization stands at **0.21**, indicating a generally **positive self-perception** with **clear space for operational and cultural improvement**.
- 1.1.2. Departments such as **PHP & Frontend, Admin, and Infra & Cloud** show **high engagement** and performance levels—aligned with themes of **ownership, skill-building, and team collaboration** in qualitative feedback.
- 1.1.3. **Oracle, BD, and PMO teams** consistently reflect **lower sentiment scores**, which also correlates with word cloud indicators like *delay*, *deadline*, and *setback*— suggesting role-related uncertainty and **technical or strategic bottlenecks**.
- 1.1.4. **Karachi employees** report the **highest sentiment**, while **Lahore shows neutral patterns**—opening up opportunities for **targeted cultural and operational uplift**.
- 1.1.5. **Gender-based analysis** reveals that while **male respondents average slightly higher sentiment**, **female respondents show more consistent but moderate scoring**. This, paired with the absence of keywords like *recognition* and *motivation* in qualitative feedback, underscores a **need for improved visibility and appreciation structures**.
- 1.1.6. **Thematic analysis** from qualitative feedback shows strong appreciation for **team support, learning culture, and growth opportunities**, while also highlighting **concerns around communication gaps, workload pressure, backend complexity, and decision-making delays**.
- 1.1.7. Recurring words like *project*, *task*, *time*, and *requirement*—common to both positive and improvement feedback—signal **core focus areas** that define employee experiences and deserve **strategic investment and clarity**.

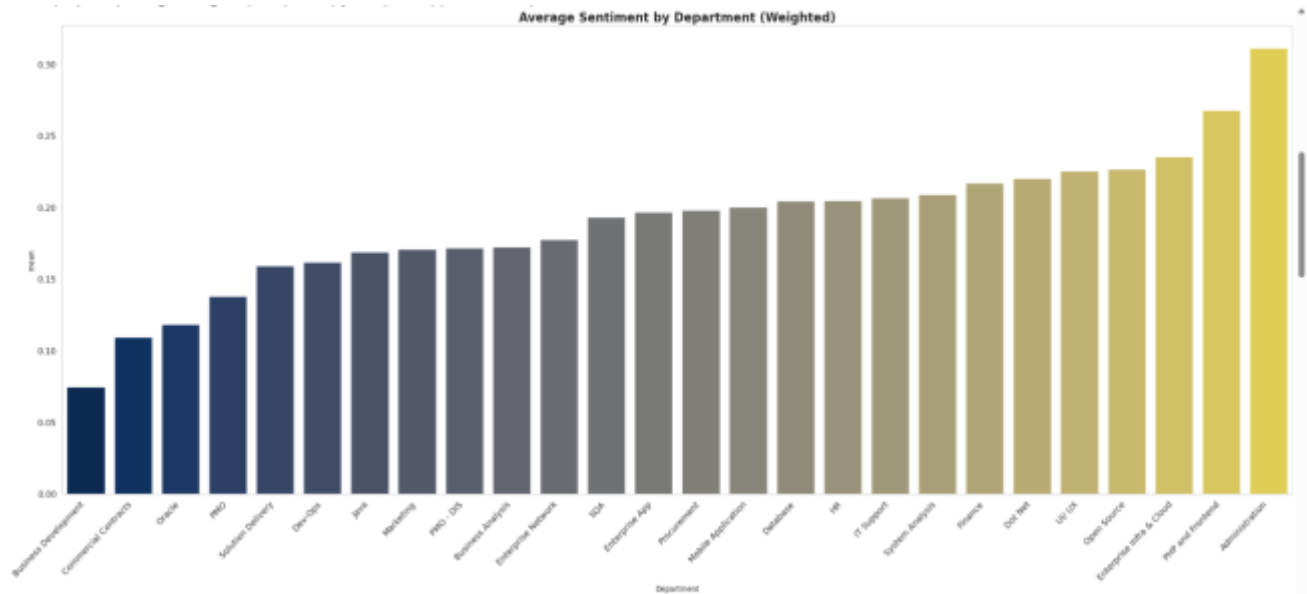
This report concludes with targeted recommendations designed to elevate employee morale, reduce performance blockers, and enhance engagement across the organization. With timely action and leadership alignment, these insights can be converted into long-term cultural and productivity gains.

2. Sentiment Scoring Framework

This report analyzes employee performance sentiments across departments, cities, genders, and includes qualitative insights from word cloud analyses. Sentiment scores range from 0.00 to 0.30, categorized into five levels:

3.	Score Range4.	Sentiment	5.	Interpretation
	0.00 – 0.06	Very Low		Major dissatisfaction, poor self-perception or severe performance concerns.
	0.07 – 0.12	Low		Employees feel they're underperforming or uncertain about their role.
	0.13 – 0.18	Neutral		Coasting. Neither overly confident nor disappointed.
	0.19 – 0.24	Positive		Confident in personal growth and output. Good morale.
	0.25 – 0.30	Very Positive		High-performing, self-assured, proud of contributions. Engaged and loyal.

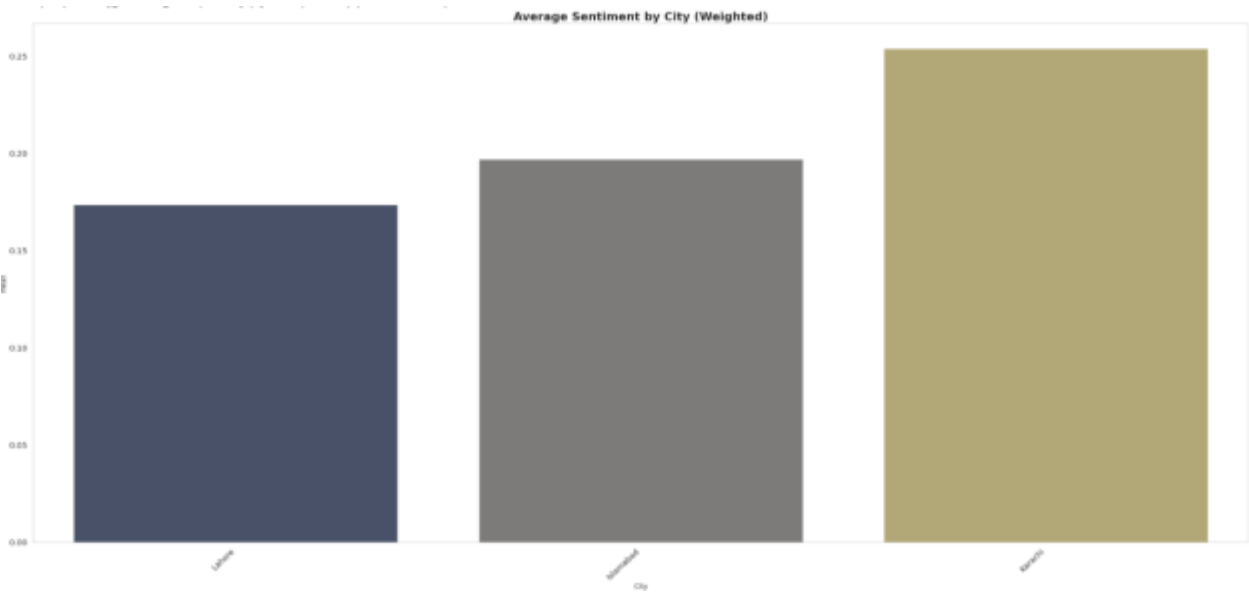
1. Department-Level Sentiment Analysis



a. Interpretation

Score Range	a. Departments	Sentiment	b. Interpretation
0.05 – 0.10	BD, Commercial Contract, Oracle, PMO	Low	These teams are struggling or feeling uncertain in their roles.
0.15 – 0.20	Solution Delivery, DevOps/Java, Marketing, PMO DIS, Business Analysis, ENT Network	Neutral	Moderate satisfaction, opportunity to grow but coasting at present.
0.20 – 0.25	SQA, ENT App, Procurement, Mobile App, Database, HR, IT Support, System Analysis, Finance, .NET, UI/UX, Open Source	Positive	Generally confident and engaged teams with room for further morale boosting.
0.25 – 0.30	ENT Infra & Cloud, PHP & Frontend, Admin	Very Positive	High engagement, productivity, and pride in contribution.

2. Sentiment by Location



a. Interpretation

City	Score Range	Sentiment	Interpretation
Lahore	0.17	Neutral	Mixed reviews, more potential with strategic interventions.
Islamabad	0.20	Positive	Good morale and growth outlook.
Karachi	0.25	Very Positive	Strong performance and engagement.

3. Gender-Based Sentiment Trends



a. Interpretation

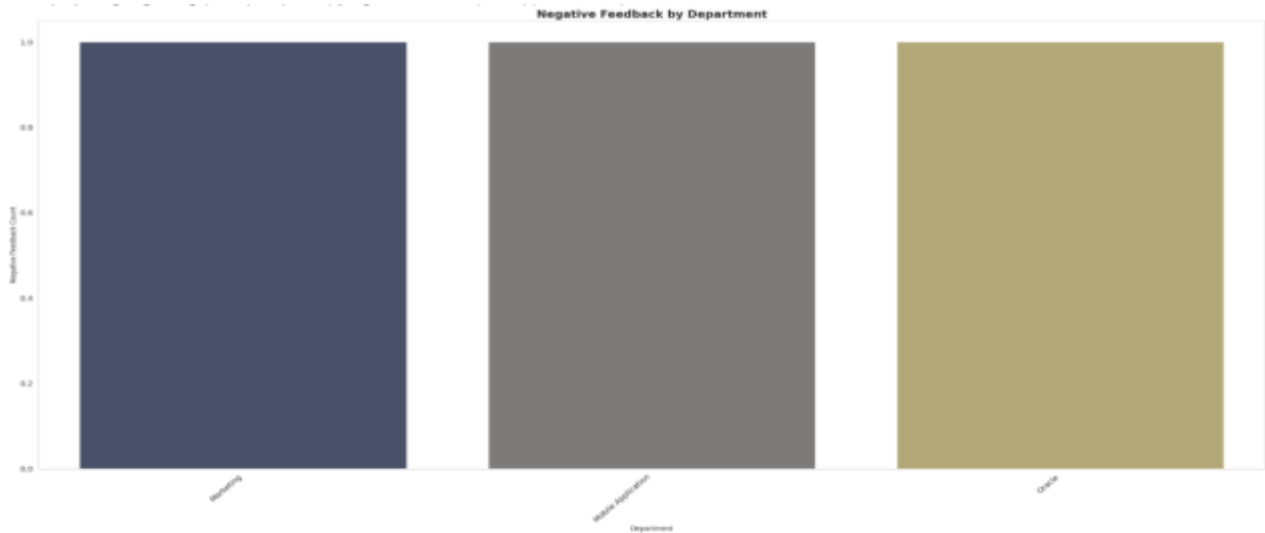
Gender	Range Description	Sentiment Insights
Male	Data spans from -0.1 to 0.3, core box from 0.15 to 0.27, with mean at .2	Generally positive sentiment with very high- performing outliers. A few negatives.
Female	Data spans from 0.02 to 0.3, box from ~0.13 to ~0.22, core around 0.17	Mostly stable and moderate sentiments. Fewer outliers. Room for recognition.

a. General Word cloud



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b. Negative feedback departments



c. Negative feedback Word Cloud



i. **Key Themes Identified:**

1. **Delays & Timeliness:** Repeated mentions of “delay,” “timing,” and “late” suggest recurring issues with meeting deadlines or deliverables.
2. **Communication Gaps:** Words like “communication,” “coordination,” and “response” indicate siloed teams or unclear workflows.
3. **Responsiveness & Follow-up:** The appearance of “feedback,” “follow-up,” and “resolve” points toward poor issue tracking or unacknowledged concerns.
4. **Quality Concerns:** Terms like “bugs,” “performance,” and “testing” may reflect dissatisfaction with output, particularly in product-related departments.
5. **Ownership & Clarity:** The presence of words such as “accountability,” “unclear,” and “ownership” suggests blurred roles or lack of individual responsibility.

5. Key Observations

This section presents an interpretive analysis of the qualitative feedback gathered via the word clouds—focusing on recurring patterns, departmental nuances, and organizational signals that require either reinforcement or intervention. Departments frequently mentioned negative or improvement-related feedback:

7.1.1. Marketing

7.1.2. Mobile App

7.1.3. Oracle

a. **Overlapping Themes: Focus Areas That Cut Across the Board**

Words like project, team, time, task, issue, requirement, and app appear frequently in both the General Feedback and Areas of Improvement clouds. This overlap indicates that employees are deeply engaged in their work but also experiencing operational strain in these very domains.

Implication: These shared terms are not just neutral descriptors—they represent both **success drivers and stress points**. These areas require consistent refinement as they form the backbone of day-to-day functions.

b. Positive Signals: What's Working Well

The General Feedback cloud highlights terms such as *learning, growth, environment, improved, and collaboration*, suggesting employees value the **culture of development and teamwork**.

Insight: Despite delivery pressure, teams exhibit strong ownership and a commitment to personal and collective improvement.

c. Pain Points: What's Hindering Progress

In contrast, the Areas of Improvement cloud reflects terms like delay, deployment, deadline, backend, complex, integration, and DevOps—pointing to technical hurdles and process friction, especially in the release cycle.

Insight: These concerns stem from the **backend-heavy and integration-intense nature of projects**, where even small misalignments in requirement handling can create cascading delivery risks.

d. Key Negative Themes:

- i. **Communication** – Lack of clarity and inter-team collaboration.
- ii. **Deadlines** – Repeated concerns over missed or unrealistic timelines.
- iii. **Resource Allocation** – Gaps in staffing or workload distribution.
- iv. **Decision-making** – Bottlenecks or lack of autonomy at the operational level.
- v. **Feedback Loops** – Poor issue resolution and lack of responsiveness from leadership.

Interpretation: These are structural and process-level deficiencies/ challenges. Leadership should step in with system-level changes rather than quick fixes.

e. General Feedback Word Cloud Insights

- i. Positive words: *Supportive, Learning, Environment, Teamwork, Friendly*
- ii. Negative/Constructive words: *Workload, Management, Delays, Stress*

Interpretation: Employees feel **emotionally connected and intellectually invested**, but systemic inefficiencies/bottlenecks (delays, poor planning, managerial communication) are acting as stress triggers and affect morale.

f. **Silent Signals: What's Missing but Matters**

Notably absent from both clouds are words such as *leadership, recognition, motivation, clarity, and culture*.

Implication: This signals either a **lack of emotional engagement** with these domains, or that feedback mechanisms are **too operationally focused**—missing out on the “human” layer of the workplace experience.

6. **Employee Sentiment Summary Dashboard**

Metric	Value
Average Sentiment Score	0.21 (Positive)
% of Very Positive Departments	15%
% of Low Sentiment Departments	20%
Top Performing Department	PHP & Frontend
Lowest Sentiment Department	Oracle
Most Positive City	Karachi
Most Mentioned Pain Point	Communication
Gender Sentiment Gap	Male: 0.20 avg, Female: 0.17 avg
Common Positive Themes	Supportive, Teamwork, Learning
Common Challenges	Deadlines, Stress, Feedback Loops

7. **Key Observations by Demographics**

a. **By City:**

- i. **Lahore:** Sentiment fluctuates between *neutral to low positive* (0.15 – 0.2)
- ii. **Islamabad:** Stable at *positive* (0.20)
- iii. **Karachi:** Leading with a *very positive* score (0.25), indicating stronger performance satisfaction

b. **By Gender (Box Plot Analysis):**

- i. **Male Employees:** Wider sentiment distribution, ranging from 0.0 to 0.3. More variances suggests mixed experiences. A few outliers hint at *strong high performers*.
- ii. **Female Employees:** More tightly grouped sentiment. Slightly lower median and fewer highs indicate less recognition or fewer growth spikes—pointing toward a need for **visibility and opportunity elevation**.

8. Recommendations

- a. **Underperforming Departments:** Implement coaching, feedback sessions, and skip-level meetings to address low engagement.
- b. **Recognition Strategy:** Publicly celebrate high-performing departments like PHP & Frontend to set positive examples.
- c. **Manager Training:** Equip mid-level leaders in low-performing teams with skills for providing feedback and building trust.
- d. **Pulse Surveys:** Regularly deploy surveys in volatile departments to track sentiment and address concerns in real-time.
- e. **Gender Inclusion:** Promote women-led initiatives and projects to improve morale and perception.

9. Final Notes

While there are challenges in certain departments, the overall sentiment indicates strong cultural resilience. Addressing these pain points can improve productivity, morale, and employee retention, fostering a healthier organizational environment.