

# Genesis and Exodus Satisfaction Survey

## Results Summary

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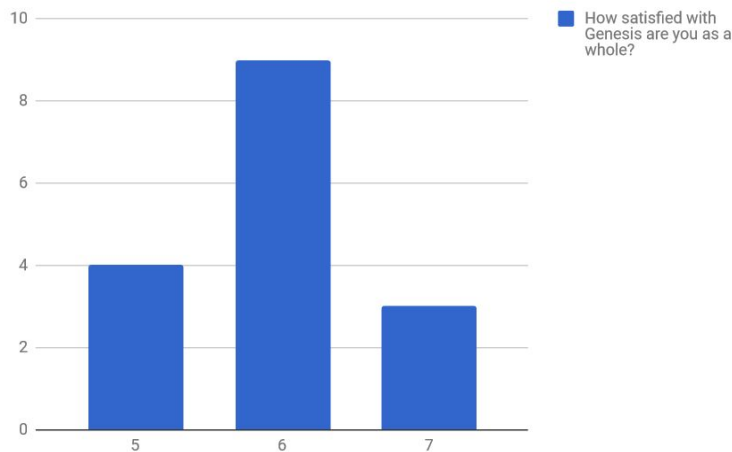
### Introduction

We, the officers of Genesis and Exodus, conducted a survey interested in your feelings about how the crews are operating and being managed, from May 16 to 20, 2018. This document contains a summary of the multiple-choice questions offered in the survey. A summary of the long form responses with paraphrased answers and our responses will be issued a little bit after this document. With that in mind, let's begin.

### Genesis Crew

The first set of questions were only issued to Genesis members, and were in regards to the way the crew is managed and our current status. A total of 16 members responded.

### Overall Satisfaction



Satisfaction in the crew as a whole was measured on a simple 7 point scale, where 1 represented very dissatisfied and 7 very satisfied, with 4, the median value, being neither satisfied nor dissatisfied. All responses were above the median, and the average was approximately 5.9. Overall, this reflects a moderate but

not overwhelming amount of satisfaction in the crew as a whole.

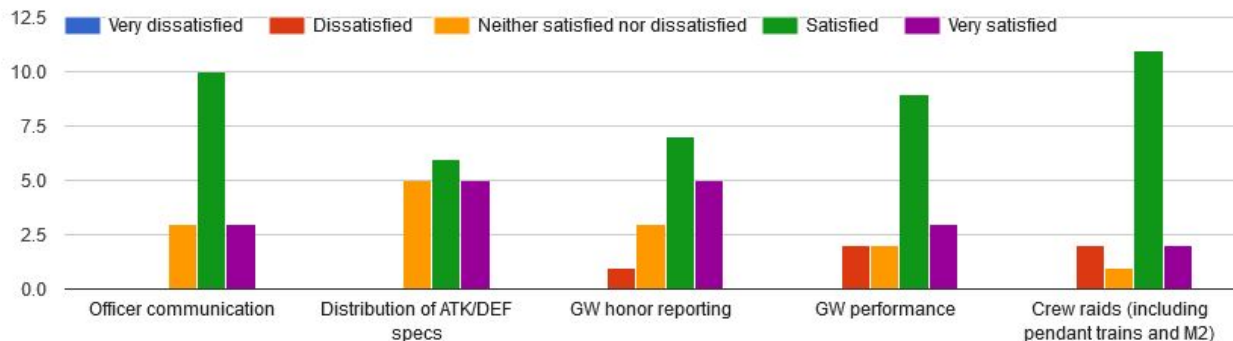
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## Categorical Satisfaction

The next questions dealt with satisfaction over various categories about the crew.

How satisfied are you with each of the following categories?



Overall, most members are satisfied or otherwise do not have particularly strong opinions on the amount and quality of communication with the officers, as well as the distribution of ATK/DEF specs. Since there is no penalty to selecting more, perhaps if more members from varied time zones can apply the specs can be expanded.

Opinions are more mixed on GW matters. Honor reporting was mostly positive or neutral, but with one exception. Personally, I (Ryuu) am not entirely pleased with the reporting and would like to move to a system a little bit more elegant than screenshots on a Discord channel.

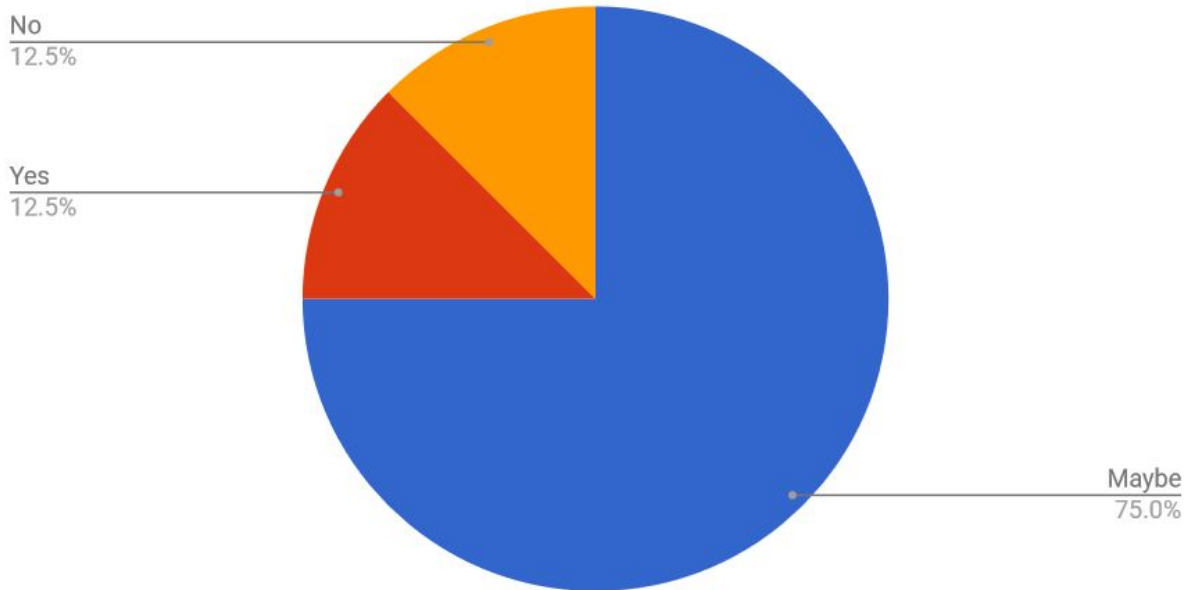
Overall, most members are satisfied with our performance in GW with 2 members disapproving. As it stands, our performance is very matchup dependent and can be inconsistent. This could be addressed, perhaps.

Most people seem satisfied, but not very much so, in our crew raids. As with GW performance, 2 people disapproved. It seems that, especially in relation to UBHL, initiative to start raids/trains is somewhat lacking outside of Magna 2. Perhaps a scheduled train on reset day could be an interesting idea to compensate for the lack of initiative.

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A question was specifically asked in regards to whether or not we should aim to win battles.

Do you think we should aim to win fights rather than just aim for bonus loser badges?



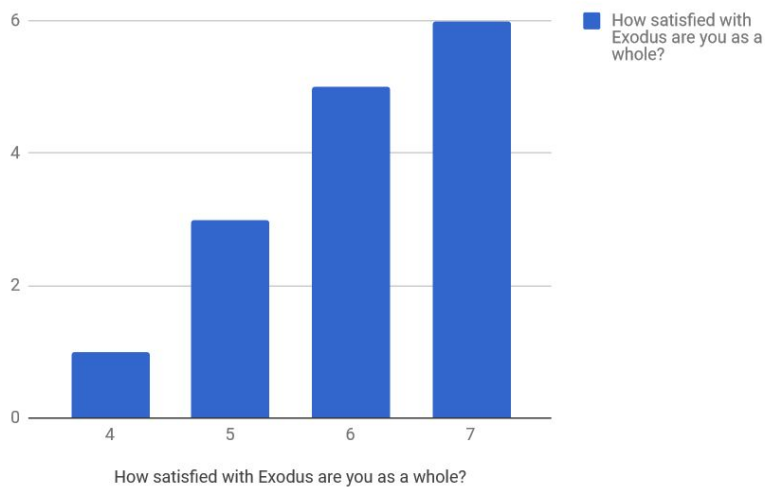
Overall, it seems like members are *open* to the idea of attempting to win battles, but not very committed to it. This is partially the responsibility of the officers. We should take more initiative in deciding to try to fight, instead of leaving it 100% up to the members and whatever happens happens.

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## Exodus Crew

The second set of questions were only issued to Exodus members, and were in regards to the way the crew is managed and our current status. A total of 16 members responded.

### Overall Satisfaction



As with Genesis, general satisfaction with Exodus was measured on a 7 point scale with 1 representing very dissatisfied, 7 very satisfied, and 4 being neither satisfied nor dissatisfied. The results for Exodus appear to be slightly more polarized than those for Genesis,

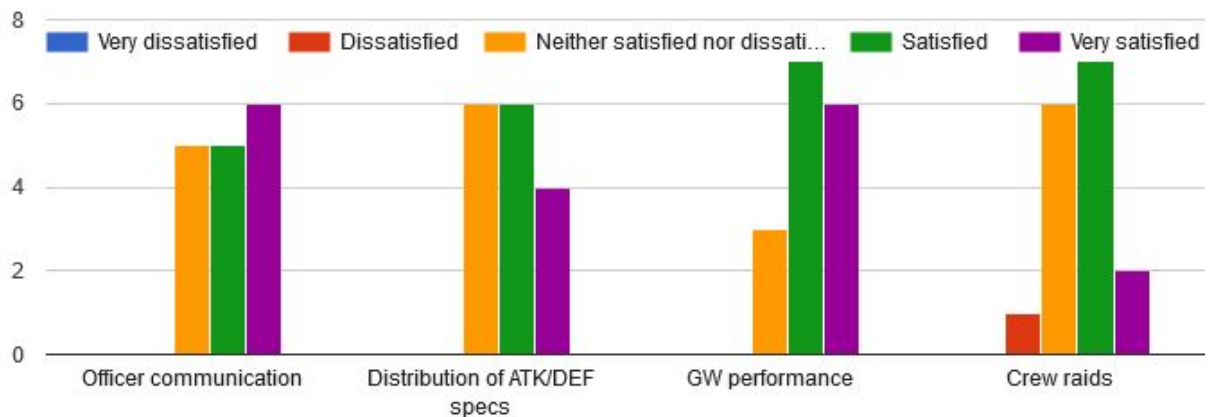
with the plurality of members being very satisfied, and one neutral response. Subtracting the outlier results in an average of 5.8, like Genesis a moderate but not overwhelming amount of satisfaction in the crew as a whole.

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## Categorical Satisfaction

The next questions dealt with satisfaction over various categories, as with Genesis.

How satisfied are you with each of the following categories?



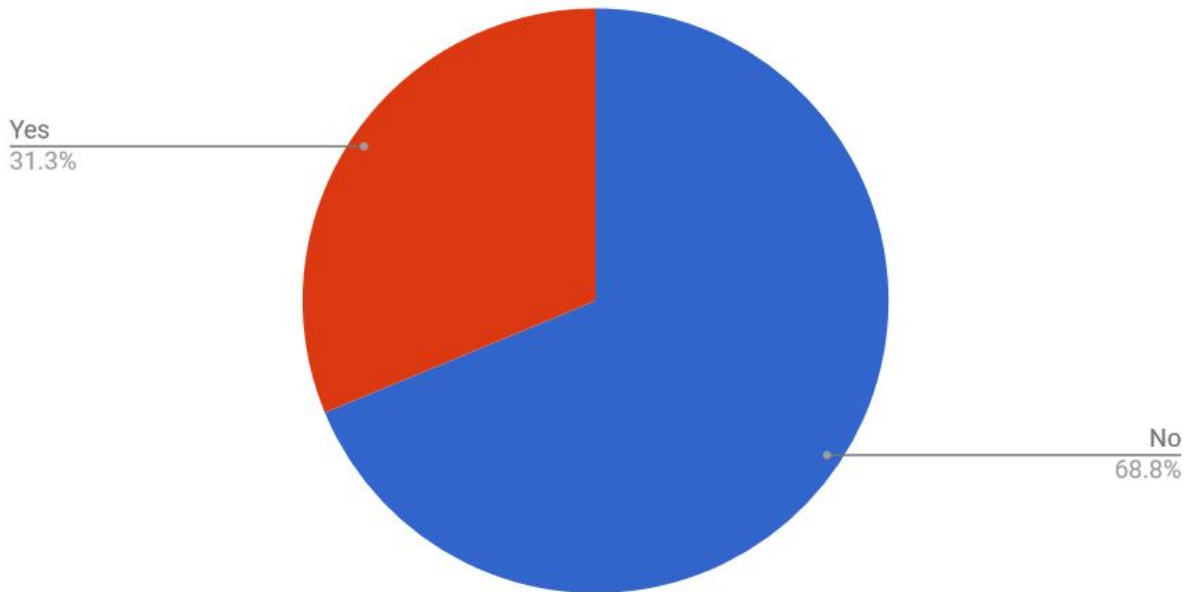
The majority of members are satisfied with communication with the officers or have no strong feelings, as with Genesis. Likewise with the ATK/DEF specs, members seem satisfied or have no strong feelings there.

The majority of Exodus members are satisfied or very satisfied with GW performance, with only 3 being neither satisfied nor dissatisfied. This would appear to mean that members are satisfied with the badge numbers from Tier B and are not particularly compelled to go much further.

As for crew raids, most members are either satisfied or neutral, with one vote in disapproval. With increasing numbers of Exodus reaching HL and becoming eligible for crew pendant trains, this could become an increasing issue. HL pendants are useful for classes and weapons and more Exodus trains could be beneficial for the progression of the members.

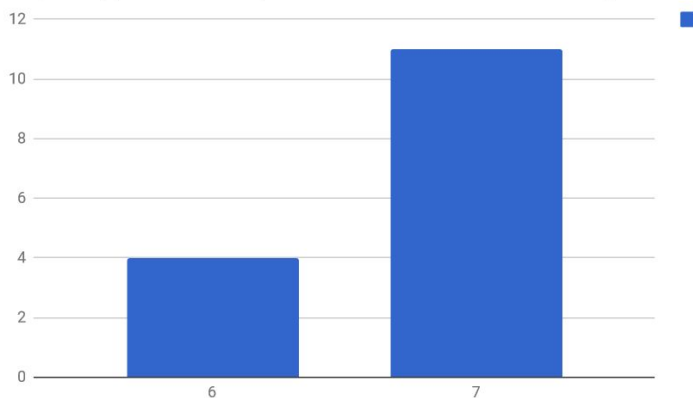
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Do you think Exodus should have more defined expectations for GW?



Opinions are mixed on whether or not Exodus should have more defined GW expectations, with one third in favor of more defined expectations and two thirds against. This would definitely seem to say that as a whole Exodus is not strongly interested in becoming more serious in GW like Genesis is. As most members are satisfied with GW performance, it does not seem like this is a particularly pressing issue for the third in favor. The status quo seems sufficient at the moment.

Do you approve of the promotion of Lux to Exodus captain?

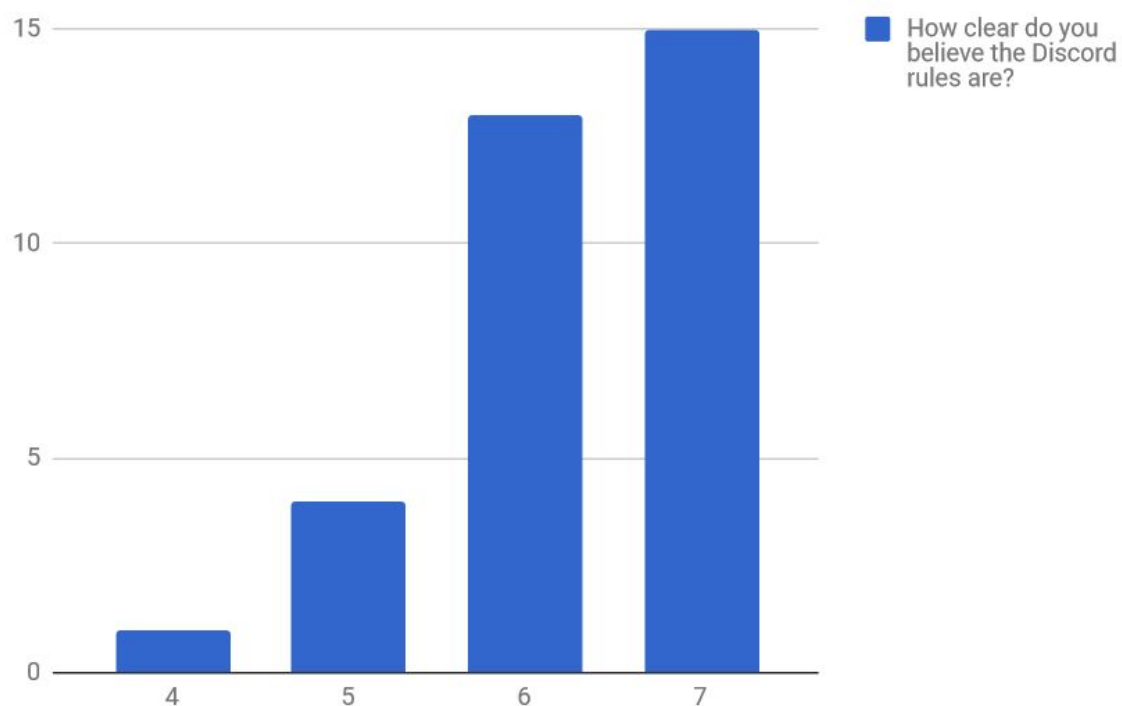


Approval of Lux's instatement as Exodus captain was measured on a 7 point scale, with 1 representing strong disapproval and 7 representing strong approval. Overall, Exodus members very much approve of his promotion. He should be able to take a more active role in the day to day management.

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## Discord

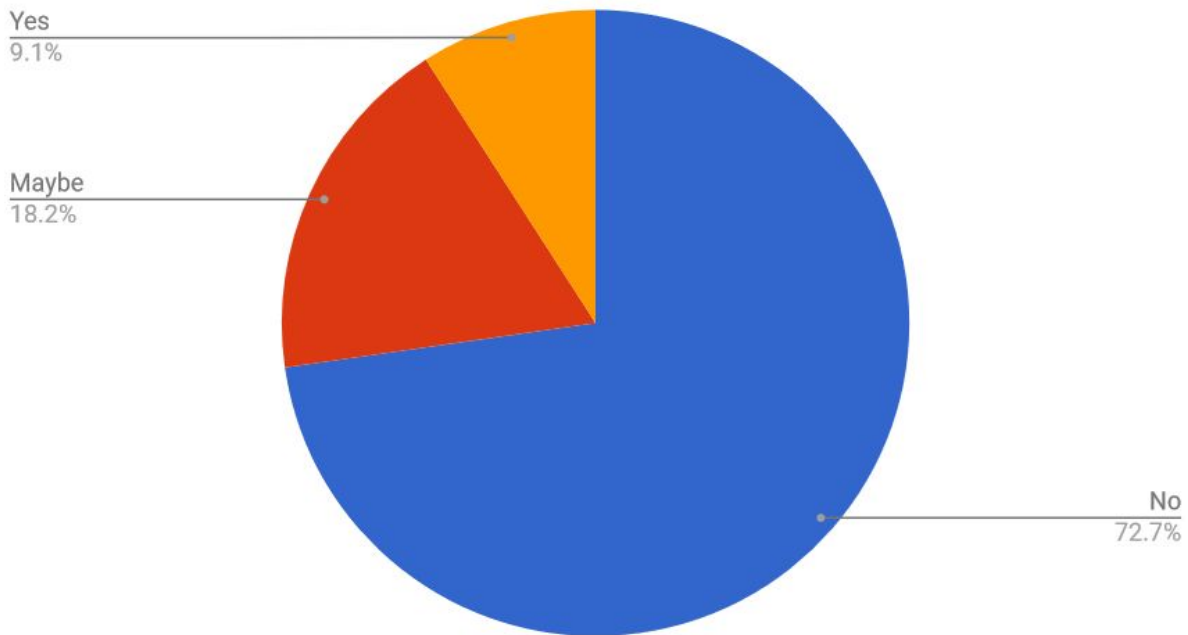
The next set of questions dealt with the Discord, and in particular for this document, the rules of the Discord. This was primarily in relation to rules 1, 2, and 4. Many of the other rules are out of date and to be changed soon, and 3 has become less necessary as members of both crews become more familiar with one another and joke nicknames become more prevalent. A total of 33 members responded to this section, 16 from each crew and one retiree.



Clarity of the rules was measured on a 7 point scale like many other categories in this survey, where 1 represented very unclear and 7 very clear, with the median 4 representing neither clear nor unclear. The majority of members seem to believe that the rules are clear, with a plurality believing they are very clear. The average value comes out to approximately 6.3, which would reflect that overall the rules are clear to the members.

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## Do you believe the chat rules should be adjusted?



In regards of whether or not the rules need any changes, approximately three-fourths of the respondents did not believe they need any changes, with three-sixteenths uncertain. 3 respondents stated in favor of changing the rules, and left free-response answers later. In keeping with the purpose of this document, we will not go into those details at this moment.

Overall, most members do not seem to believe there is a pressing need to adjust the three rules in question here. Attention was brought to the opaque nature of our moderation policy, which could be addressed. This will likely take place in a sweeping rework that changes rule 3 and revamps the raid and crew-specific rules, as those are more outdated due to the progression of the crews.

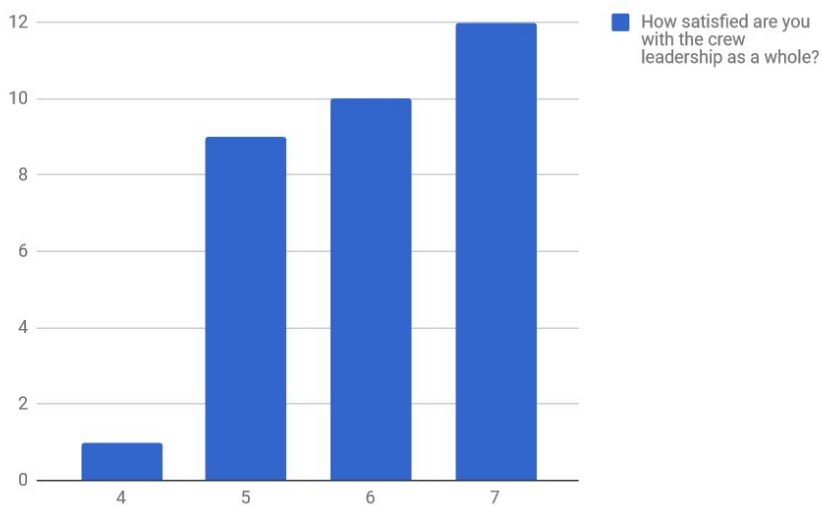


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## Crew Administration

The final section of multiple-choice questions was in relation to feelings on the administration in general, in our roles as both crew officers and as Discord moderators. As with the previous section, 33 members responded.

### Overall Satisfaction



As with other overall satisfaction questions, the satisfaction of the officer team as a whole was measured on a 7 point scale with 1 representing very dissatisfied and 7 representing very satisfied. Overall, the vast majority of crew members seem at least

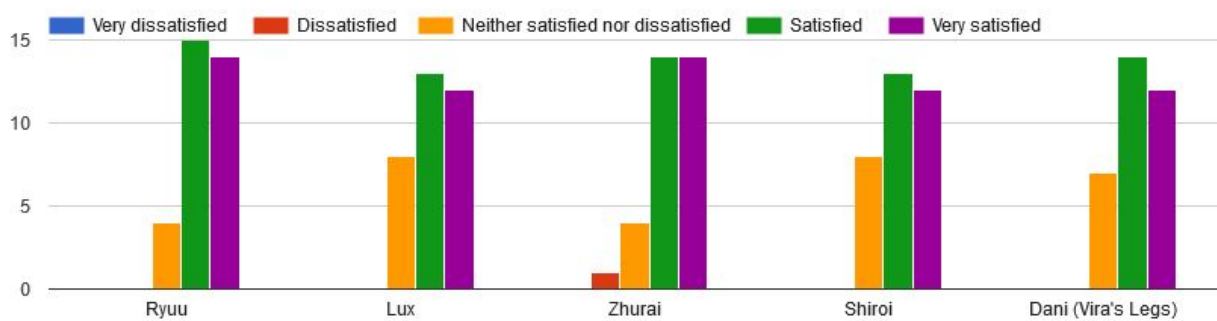
slightly satisfied with the officer team, with the plurality very satisfied. The average value comes out to approximately 6.0, which would reflect that overall members are satisfied with the crew administration.

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## Individual Satisfaction

The next set of questions measured satisfaction with each individual member of the administration team on a 5 point scale much like the categorical satisfaction in the crew internal sections.

How satisfied are you with each of the following officers' performance?

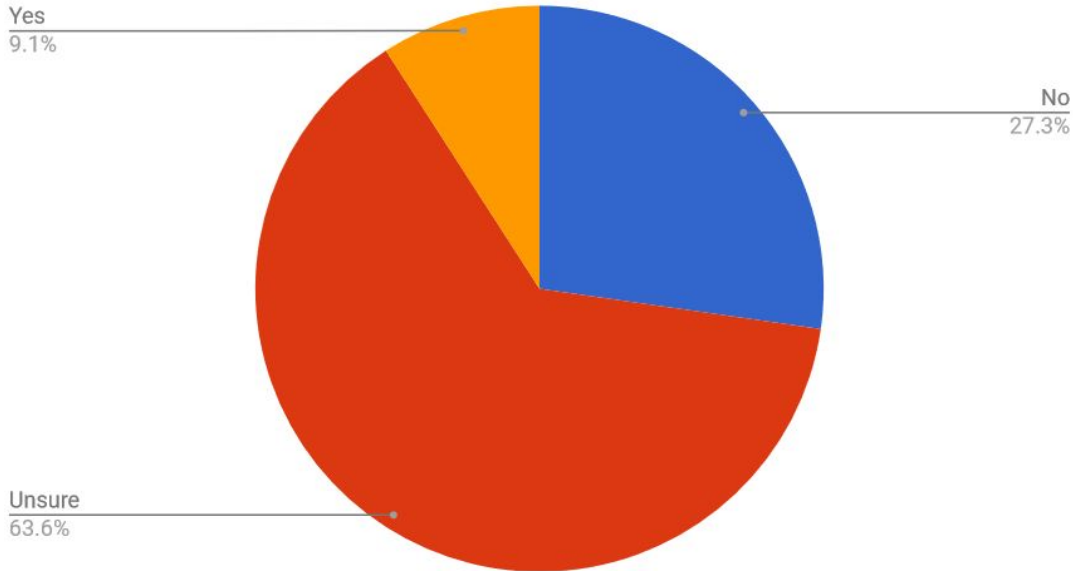


Overall, satisfaction is primarily positive on all members of the administration, with higher neutral ratings for the newer set of members of the administration (Lux, Shiroi, and Dani). Only Zhurai received a vote of dissatisfaction, but only one vote. There may be some merit in performing a second iteration of this survey in the near future, in order for people to have more experience with the newer members of the administration.

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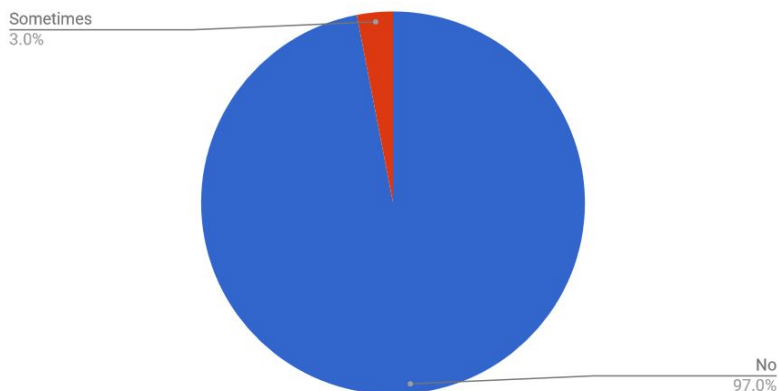
## Specific Questions

Do you think that sometimes things take too long to get done?



This question asked if requests to the administration take too long to be addressed. The majority of members seemed unsure about this, either because they did not make enough requests to justify answering yes/no, or because they were uncertain on what qualifies as taking too long. Ryu believes that sometimes he can be slow to respond to PMs and pings, and intends to help correct this in the near future, but the crew as a whole does not seem that concerned.

Do you think your concerns have been or are being ignored by the officers?



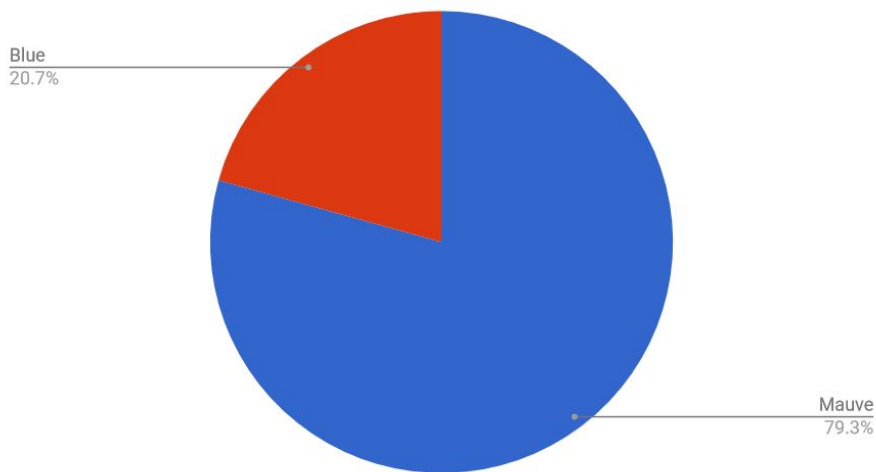
This question was in regards to whether or not members believed that their concerns have been ignored in the past, or if they are currently being ignored. The vast majority of members voted that their concerns had not been ignored at any point, with only one vote stating

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that they believed their concerns had been ignored on occasion. Irrespective of the time it takes for concerns to be addressed, it seems that the vast majority of members do believe they are addressed. This reflects mainly as a vote of confidence in the leadership, that we are capable of responding to concerns well.

## Attention Check

Attention Check Results



The final conclusion page included an attention check to ensure the validity of our data, the full text of which was “Many survey respondents can just skim surveys without actually paying full attention

to their content and answering honestly. If you have been paying attention and have answered every question honestly, please ignore the next question and answer mauve. Thank you for your participation! What color is the sky?”

Survey writers use long questions like these with the true instructions in the middle to help differentiate truly honest and attentive responses from those that might be less so. The majority of members answered correctly with “mauve”, which indicated the purity of their data. However, responses that did not pass the attention check (either by failing to answer it entirely or by answering the question literally with “blue”) were still accounted for in our data. The results of this check will be primarily used in the prioritization of responses to the free-response questions.

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## Conclusion

Overall, the results of this survey seem to indicate an overall satisfaction with the community environment. While there are some categories that could be improved, at no point were there any responses strongly negative to the current crew environment. The administration takes this as a vote of confidence in the current day to day operation of the crews, with only some slight adjustments to be made as a result of the statistical data alone.

Genesis will consider further structuring our battles in Finals of GW to possibly result in wins depending on matchups. As it stands, finals is a hands-off stage in respect to the administration, and perhaps a more proactive role could bring us to at least one day of 60 badges. As mentioned in the Genesis section, ideas are being made to clean up honor reporting, as well. Finally, there could be actions made to simplify the disorganization of crew trains and make it even easier for everyone to achieve crew pendant cap.

Exodus seems satisfied with the status quo in most respects. Crew pendants could become an issue, especially if Exodus hits 100% HL in the near future. The casual nature of Exodus limits the responses that can be taken to this, but they can be explored.

As stated in the rules section of this document, the administration intends to make the moderation policy less opaque, but otherwise the Discord rules seem clear enough as is, perhaps with minor adjustments made based on the free responses. This will come in a revamp of the many outdated rules in the later portions of the rules, as certainly Bahamut normal doesn't count as particularly difficult to Genesis members making leeching less of a concern, among other issues.

Member opinion on the administration is neutral to positive, acting as a vote of confidence. As mentioned, it could be valuable to redo that section of the survey in the near future as the newer officers take more actions in their roles.

As a whole, the results of this survey are primarily positive to the administration and reflect only minor changes to be made. We thank everyone for participating, and please be patient for the second part which will address concerns from the free-response questions.