

User Interview



EY

Type: Consulting

Company size: gt 50000

Location: Bangalore , India

User Name: Kunal

Interviewed by: Navdeep

Date: 13/11/2020

User Details

User Type: Mid Level
User Role: Architect, Product Manager
Department: SAP Products

"Highlighted quotes."

Use Cases

Goals

motivation level of team
happiness index
employee satisfaction
less attrition rate
employee development

Top Question

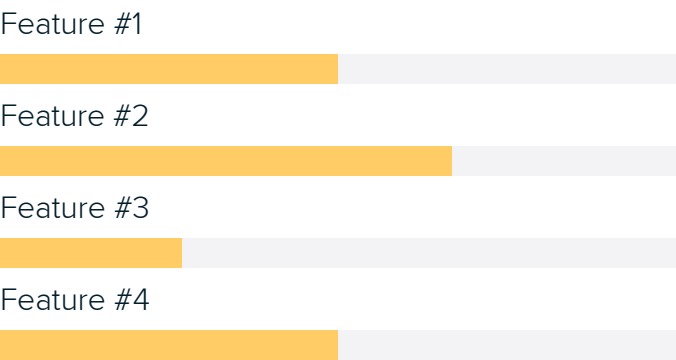
How do you capture feedback and continuously track the actionable items?
What do you want in the process to be improved?
What are the frustrations?

Keyword	Keyword	Key Phrase
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JTBD

- Deciding on bonus n hikes
- Performance management
- Regular check-ins
- Sync up
- Employee development

Favorite Features

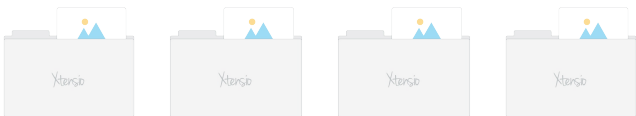


Suggestions

- Continuous feedback
- No stack, no bell curve
- More Transparent
- Listening to concerns based on the goals
- Easy way to document the feedback and track

Frustrations

Unescary goals
not useful templates
no regular followup
no tracking goals
Bias
No transparency
Exhaustive way of giving feedback



Notes and feedback

What pain points or roadblocks brought this user to your product? What were they using before?