

EmP[😊]OWER

Frequently Asked Questions

1. Who will receive a report?

Every manager or operating segment leader who has 5 or more respondents under him.

2. How many types of reports are there?

There are two types of reports Manager Report and Operating Segment report.

3. What is an Operating segment report?

An Operating Segment report is the analysis for an operating segment.

4. What is a Manager report?

A Manager Report is the analysis for the organization under a particular manager,

5. Can someone else view my report?

No. Only the manager for whom the report is intended can access the report. However, the managers can view the overall average scores for each question of another manager reporting directly to him.

6. How is the number of eligible respondents calculated?

The total eligible respondents for a manager is the number of employees in his/her organization tree.

For example if manager XYZ has 10 employees who report directly to him. Now, let's say 2 (A, B) among these 10, have teams of size 6 and 7 respectively under them. Thus, the number of eligible respondents for XYZ will be:

Direct Reportees	= 10
A's team	= 6
B's team	= <u>7</u>
Total eligible respondents	=23

Thus while only 10 people report to XYZ directly, his report will show the average ratings for all the 23 respondents. To view the ratings for only his direct reportees managers can check the Team report.

7. What is a Report level filter?

The report level filter will help identify the name of the Operating Segment for which the report is intended.

8. When will I see a chart (visualization)?

For average score charts the minimum number of respondents is 5 to see a particular chart. For word cloud the minimum number of responses is 20.

9. Can I select a different benchmark to compare my scores against?

No.

10. Is a drill down of the report possible?

For all charts a filter option is available. Managers and Operating Segment leaders can go and see the ratings across different locations.

11. Can I select a different segment apart from the one shown?

No, the segmenting variables are pre-defined and cannot be changed.

12. What do the different terms in Strength & Opportunity Analysis mean?

Strength and Opportunity analysis is a classification of the different questions based on their average rating and their importance to help as guide in prioritizing the future actions. The analysis has been presented as 3X3 matrix with one axis representing importance and the other representing the average ratings. The 9 quadrants have been colour coded, to help distinguish the areas which need primary attention (primary focus) and areas of strength for a manager.

13. How is importance calculated in a Strength and Opportunity Analysis?

Bridgei2i has propriety algorithms that are a combination of ensemble techniques which calculates the importance of a driver from the survey data

14. How performance is measured and on what basis is the performance categorised (Below Par, at Par, Above Par)?

Performance is the average rating given by the respondents of a group (The group can be a BU in case of operational report or Manager's team in case of a manager report).

Average Performance is flagged as (below par, at par, above par) based on the reference bench mark value.

1. If the average performance varies less than 5 % from the bench mark value then the performance is flagged "at par"
2. If the average performance varies greater than 5 % on the positive side from the bench mark value then the performance is flagged "above par"
3. If the average performance varies greater than 5 % on the negative side from the bench mark value then the performance is flagged "below par"

15. What is the Verbatim Analysis?

The verbatim analysis is the analysis of the two comment questions in the survey, "What do you like about WNS" and "What would you like to improve at WNS". The word cloud is a pictorial representation of the most frequently occurring words in the survey for a particular manager. The size of the words is proportional to their frequency of occurrence.

16. How to read the Team report?

The team report is a table where a manager can compare his/her scores against various benchmarks. The team report shows scores for:

- a. The overall WNS scores
- b. The reference group scores (benchmarks)

- c. Scores for the operating segment to which the manager's team belongs. In case the employees belong to more than one operating segment, all the operating segments will be used to calculate the reference value.
- d. Best in class in score. It is the maximum score for a particular question obtained by any manager in the same Macro Segment as the manager.
- e. The scores for the manager.
- f. His direct reportees.
- g. Average scores for the teams of the direct reportees (if they have any)

The managers can compare their scores against the various scores available. The GREEN colour highlight signifies that the score is significantly above the Reference group average and RED signifies that it is significantly below.

17. Can a manager see the report for managers under him?

No. A manager can only compare the scores with that of the managers under him. He cannot access their entire reports.

18. What do the colours in the team report represent?

The colours in the team report help a manager to identify whether his/her score is significantly (greater than 5 %) above or below the reference group average.

19. Trend Report?

Managers who were present in 2012 can compare their current and previous scores in the Trend report. The trend report will be available for only those managers who received a report in 2012.

20. Can I download the report?

Yes. The managers can download an entire report by clicking on the download icon at the top right corner. A downloaded report will contain all the overall charts but none of the drill down charts. Also, the word cloud in the report will be present in the form a table show only the frequency of the top 20 words.

21. Can I download the charts separately?

No, the charts cannot be downloaded separately but managers and operating segment leaders can download the excel files for each chart to conduct any separate analysis.