Analysis of Glassdoor Reviews for S&P Global

Agenda

- Executive Summary
- Overview
- Good Words about the Organization
- 3 Themes for Pros and Cons
- What US and India Employees liked
- Future Work Opportunities
- Appendix

Executive Summary

Objectives

Identify hidden issues that might impacting employee experience.

Key Observations

- Overall Employees were good with 3.3 Average overall satisfaction (out of 5).
- Hot topics are Work Life Balance, Management, Work environment, People, Benefits, Brands, Leadership, Salary, Opportunities etc.
- 55% of the reviews are from US, India and UK employees and saw good representation from countries like Philippines, Singapore, Pakistan etc.

Overview













47%

73%

Months

Average monthly reviews

Is the % of the employee from US

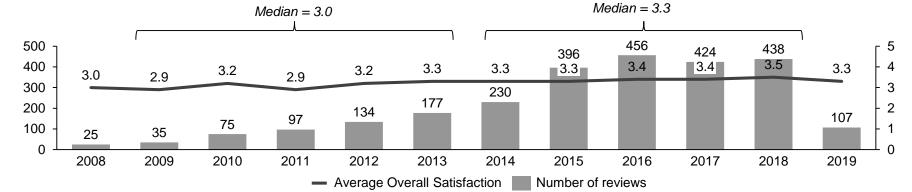
Of the reviews from current employees

Of the reviews from former employees

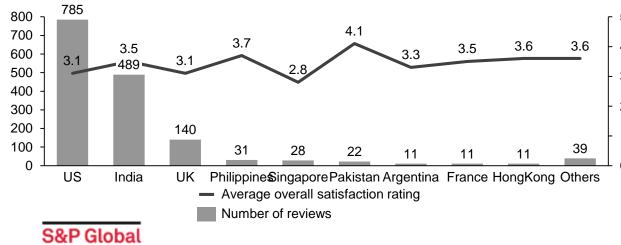
Avg. Recommender Score

Approved Current CEO (on an Average)

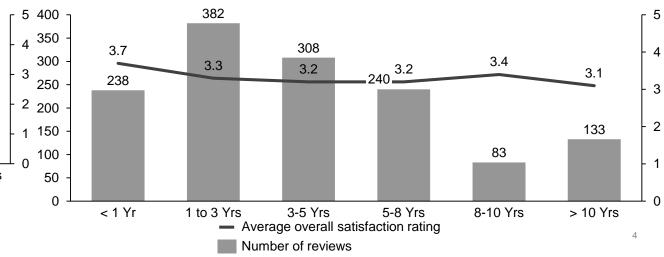
Overall, Employees were more vocal from 2012 onwards, Review Count increasing, Median Avg. Overall Satisfaction ratio increased from 3.0 to 3.3



54% Reviews from US, India and UK; Avg. Overall Satisfaction rate was good



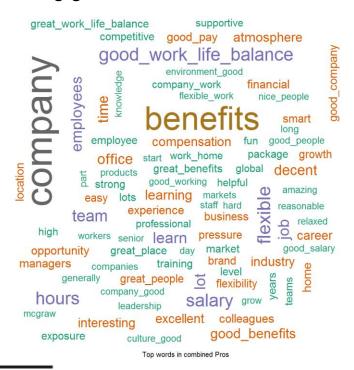
Overall Employees are recommending Organization to others (with a good satisfaction level, more than 60%), except the employees who spend 1 to 3 Yrs. in organization



Good Words about the Company

Pros: Things which Employees liked –

According to Employees feedback, we found out that people love our Good Benefits, Good Work Life Balance, Good Company, Good People and Opportunities provided by S&P and they are spreading good words on this front.



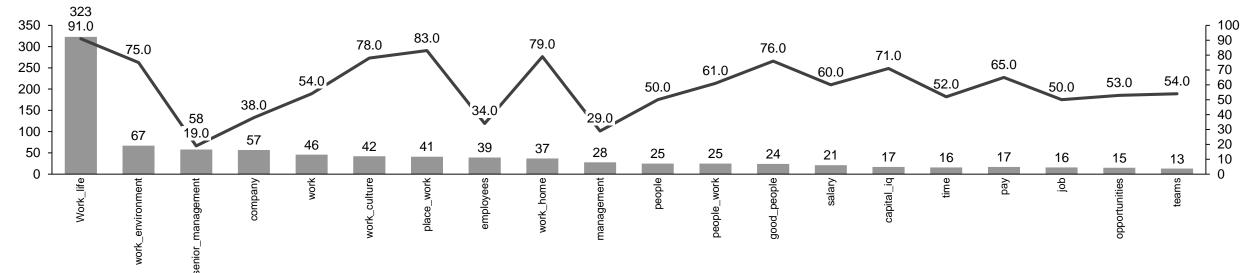
Cons: Word List which Employees don't like –

Feedback provided by the Employees they found out to difficulty to cope up with Opportunities, Work Life, senior management, HR Processes, Monotonous Work, Growth, Promotions and Layoffs and this can be improved.

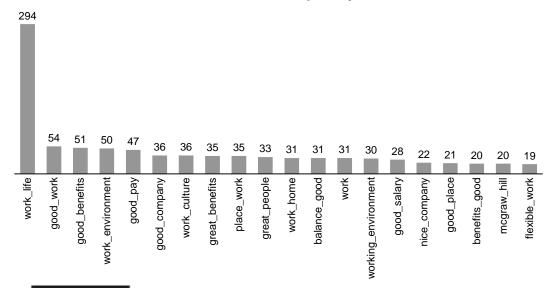
```
organization opportunities
          learning
                                   opportunity
                             manager advancement
          benefits things
 financial staffbalance environment years leadership high great processes
team support
marketbit
     bad hard Career 5 times process ratings 100 process
                    employee
   monotonous department sales
communication
                                     senior good
             employees performance senior_management development
```

Top Pros & Cons Words about the Company

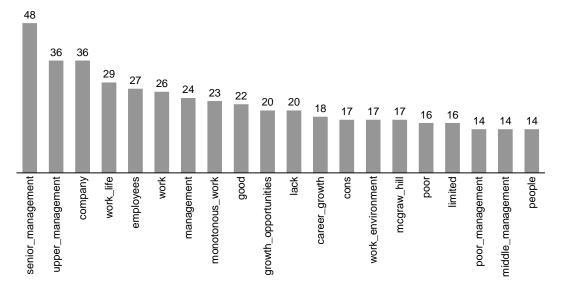
Common words in Pros and Cons with Word distribution in Pros



Common words in Pros and their frequency



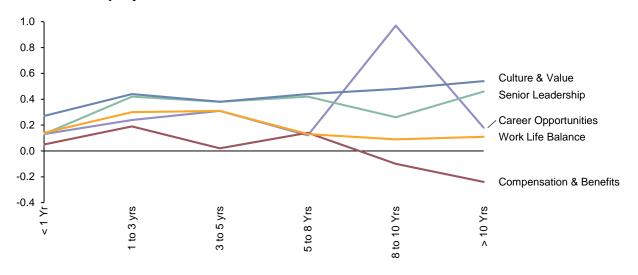
Common words in Cons and their frequency



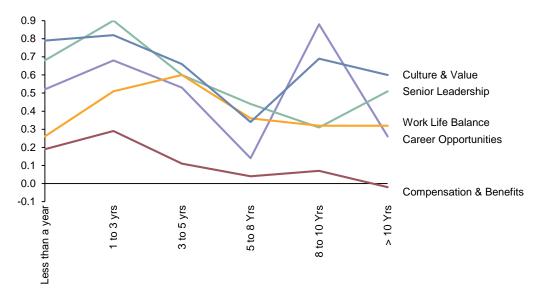


Slicing & Dicing Rating w.r.t. Tenure

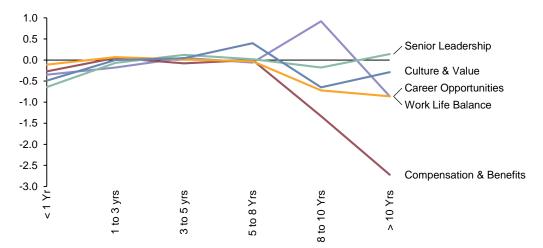
Each segment rating difference between Current and Former Employees w.r.t. their tenure



Each segment rating difference between Current and Former Employees w.r.t. their tenure for US



Each segment rating difference between Current and Former Employees w.r.t. their tenure for India



Top 3 Themes – For Pros

We identified three themes, based on word occurrence in collection of positive comments and closeness from other words (Statistically), Which employees liked

Theme 1: Respect to Personal Life (Work Life balance, Work and Benefits)

Theme 2: Financial Oriented (Benefits, Pay, Salary, Flexibility, Standard Pension etc.)





Theme 3: Equity Brand (Company, Brand, Opportunity, Management, Global Company etc.)





Top 3 Themes – For Cons

We identified three themes based on word occurrence in collection of negative comments and closeness from other words (Statistically), Which employees didn't liked

Theme 1: Upper Management (Management, Company, Employees, time etc.)



Theme 2: Immediate Team and Process (People, Managers, Process etc.)



Theme 3: Growth (Work, Growth, Opportunities, Promotions, Compensation, Politics etc.)





What US and India Employees liked

What US Employees liked -

- 1. Work Life Balance
- 2. Good Pay
- 3. Good Culture
- 4. Great Benefits
- 5. Interesting Work
- 6. Work Hours

What India Employees liked -

- 1. Work Life Balance
- 2. Good Working Environment
- 3. Good Culture
- 4. Less Work Pressure
- 5. Transport Facility
- 6. Good Pay

What US Employees didn't liked -

- 1. Growth
- 2. Work
- 3. Politics
- 4. Leadership
- 5. Opportunities
- 6. Promotions

What India Employees didn't liked -

- 1. Not Enough Opportunities
- 2. Slow Career / Growth opportunity
- 3. Promotion
- 4. Monotonous work
- 5. Training
- 6. Night Shift

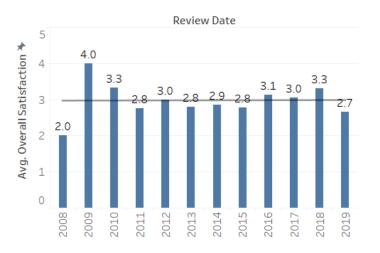


Overall satisfaction for all Division

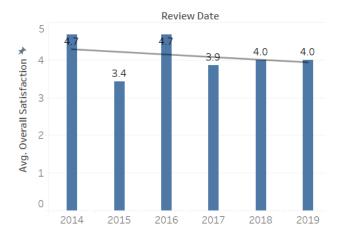
Avg. Overall Satisfaction in MI



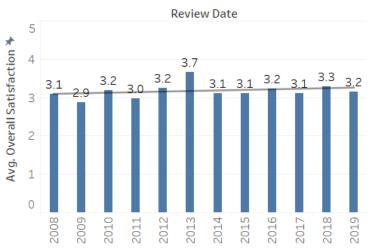
Avg. Overall Satisfaction in Platts



Avg. Overall Satisfaction in DJI



Avg. Overall Satisfaction in Ratings



^{*} For Employees over all satisfaction MI and Ratings divisions saw an increase, Platts shows a constant and DJI shows negative trend.

What Employees liked (based on each division)

What MI Employees liked -

- 1. Work Life Balance
- 2. Good Work Culture
- 3. Great Benefits
- 4. Good Work
- 5. Good People
- 6. Opportunities

What DJI Employees liked -

- 1. Good Benefits
- 2. Good Work Life Balance
- 3. Good Company
- 4. Good Interns
- 5. Professional People
- 6. Globally renown company

What Platts Employees liked -

- Good Benefits
- 2. Good Work life balance
- 3. Good Work
- 4. Smart People
- 5. Flexible timings

What Ratings Employees liked –

- 1. Good Benefits
- 2. Good Work Life Balance
- 3. Good Company
- 4. Learning
- 5. Interesting Work
- 6. Work From Home
- 7. Working hours



What Employees didn't liked (based on each division)

What MI Employees didn't liked -

- 1. Growth
- 2. Lack of Training
- 3. Monotonous Work
- 4. Bad Managers
- 5. Promotions
- 6. Salary

What DJI Employees didn't liked -

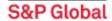
- 1. Politics
- 2. Protected Management
- 3. Opportunities
- 4. Inequality in pay
- 5. Squeaky wheel

What Platts Employees didn't liked -

- 1. Long Hours
- 2. Political Manager
- 3. Career Progression
- 4. Leadership
- 5. Salary

What Ratings Employees didn't liked –

- 1. Promotions
- 2. Process
- 3. Less training
- 4. Bonus
- 5. Salary
- 6. Analytical job without Analytical work



Future Work Opportunities

- Analysis of Exit surveys (VIBE data) and check "What Employees are talking". Based on outcome
 of this analysis, we can measure similarities between both feedbacks.
- Analysis of interview / recruitment experience.
- EVP analysis and include different Social media channels like S&P Global Facebook Page, Twitter Feeds etc.

• Similar analysis can be performed on the few topics like – onboarding, Movement, orientation, First 30 days experience etc.

Appendix



Good Words about the MI

Pros: Things which Employees liked –

According to Employees feedback, we found out that people love our Good Benefits, Good Work Life Balance, Good Work Culture, Good People and Opportunities provided by S&P and they are spreading good words on this front.



Cons: Word List which Employees don't like –

Feedback provided by the Employees they found out to difficulty to cope up with Opportunities, Growth, Lack of Training, Monotonous Work, Bad Manager, Promotions and Salary and this can be improved.



Good Words about the Platts

Pros: Things which Employees liked –

According to Employees feedback, we found out that people love our Good Benefits, Good Work Life Balance, Good Work, Smart People and Flexible time provided by S&P and they are spreading good words on this front.

life_balance people
good_work culture marketinteresting
colleagues learn markets
opportunity lot oil industry team
global job energy salary business
work_life_balance
work_life_balance
platts pay office friendly
place nice platts pay office friendly
make work_life balance
smart flexible life
experience opportunities
working
company environment

Top words in combined Pros

Cons: Word List which Employees don't like -

Feedback provided by the Employees they found out to difficulty to cope up with Long Hours, Political Managers, Career Progression and Salary and this can be improved.

```
time good business
       experience organization
processbureaucratic = limited
                               ineffective part
                       long hours
department
            positions
                   Top words in Cons
```

Good Words about the DJI

Pros: Things which Employees liked –

According to Employees feedback, we found out that people love our Good Benefits, Good Work Life Balance, Good company, Good Interns, Professional Peoples, Good Internship and Globally renown company provided by S&P and they are spreading good words on this front.

friendly & internship
fair_work back_semi_fair. payhighly
back_semi_fair. career
people career
interns
plenty share of hill
communication team smooth. small service pdji_full helpful
collegial group articulated
hill_financial_great easy_culture
full_friendly_people_share smart
great_work_life_balance
globally_renown_company
career_progression

op words in combined Pros

Cons: Word List which Employees don't like -

Feedback provided by the Employees they found out to difficulty to cope up with Politics, Protected Management, Opportunities, Promotions, Squeaky wheel and Inequality in pay and this can be improved.

```
awhile shift company_awhile
     chairmaniob specific
      protected extremely create &
    poor white working_fact
     niche structure curbsfrustrates
working
                         productivity
 relating frequent_team
```

Good Words about the Ratings

Pros: Things which Employees liked –

According to Employees feedback, we found out that people love our Good Benefits, Good Work Life Balance, Good company, Learning, Interesting Work, Work from Home, Working Hours and Office Location provided by S&P and they are spreading good words on this front.



Cons: Word List which Employees don't like -

Feedback provided by the Employees they found out to difficulty to cope up with Promotions, Processes, Less Trainings, Bonus, Salary and Analytical Job without Analytical work and this can be improved.

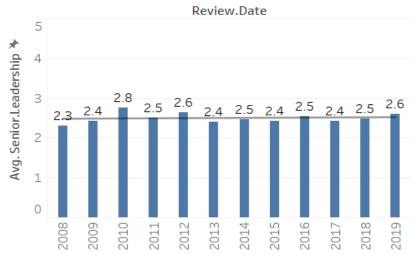
```
place career slow working
              level employees staff g
  yearpromotion hours processes training senior great technologytalent lots high focus time teambased things lacklot competitive compared leave positions worked political employee
       owth due VV OI Nower people credit performance day industry people
  systems
   salary good experience rating
      benefits morale change department managers
                                  investment leadership top
ratings poor promotions business hard advancement internal organization jobs opportunities ar
```

Overview – For 5 Subsections (Overall)

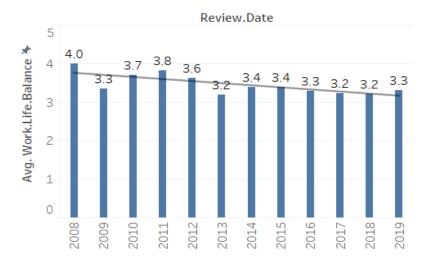
Avg. Career Opportunity over the Years



Avg. Senior Leadership over the Years



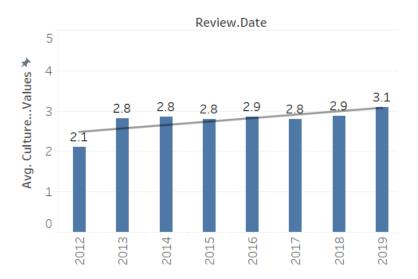
Avg. Work Life balance over the Years



Avg. Comp & Benefits over the Years



Avg. Culture & Value over the Years

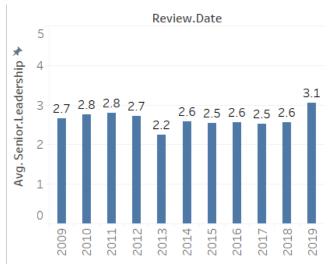


Overview - For S&P MI

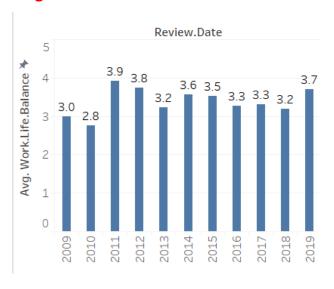
Avg. Career Opportunity over the Years



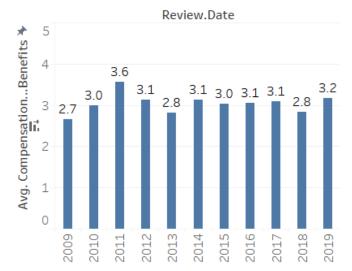
Avg. Senior Leadership over the Years



Avg. Work Life balance over the Years



Avg. Comp & Benefits over the Years

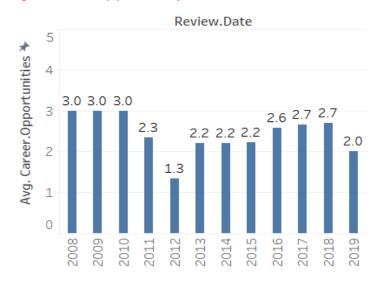


Avg. Culture & Value over the Years



Overview - For S&P Platts

Avg. Career Opportunity over the Years



Avg. Senior Leadership over the Years



Avg. Work Life balance over the Years



Avg. Comp & Benefits over the Years



Avg. Culture & Value over the Years



Overview - For S&P DJI

Avg. Career Opportunity over the Years



Avg. Senior Leadership over the Years



Avg. Work Life balance over the Years



Avg. Comp & Benefits over the Years

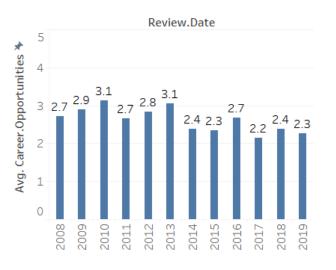


Avg. Culture & Value over the Years



Overview – For S&P Ratings

Avg. Career Opportunity over the Years



Avg. Senior Leadership over the Years



Avg. Work Life balance over the Years



Avg. Comp & Benefits over the Years



Avg. Culture & Value over the Years



Word Cloud For US

Word Cloud for Pros



Good Words List -

- Work Life Balance
- Good Pay
- 3. Good Culture
- 4. Great Benefits
- 5. Interesting Work
- Work Hours

Word Cloud for Cons



Top words in Cons

- 1. Growth
- 2. Work
- 3. Politics
- 4. Leadership
- 5. Opportunities
- Promotions



Word Cloud For India

Word Cloud for Pros



Good Words List –

- Work Life Balance
- Good Working Environment
- Good Culture
- Less Work Pressure
- Transport Facility
- 6. Good Pay

Word Cloud for Cons



- Not Enough Opportunities
- Slow Career / Growth opportunity
- Promotion
- Monotonous work
- 5. Training
- 6. Night Shift



Word Cloud For Current Employees

Word Cloud for Pros



Good Words List –

- Work Life Balance
- Good Work
- Good Work Culture
- Good Benefits
- Flexible Time
- Work From Home

Word Cloud for Cons



- Career Growth opportunities
- Opportunities
- Not Enough Learning
- Training
- Politics



Word Cloud For Former Employees

Word Cloud for Pros



Good Words List -

- Work Life Balance
- Work Environment
- Good Benefits
- Flexibility
- Great Company

Word Cloud for Cons



- Growth
- Culture
- Politics
- Opportunity, Promotion
- Learning / Training

