

# **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

2594

Reviews by former & current employees

129

# Months

~ 20

Average monthly reviews

30%

Is the % of the employee from US

58%

Of the reviews from current employees

42%

Of the reviews from former employees

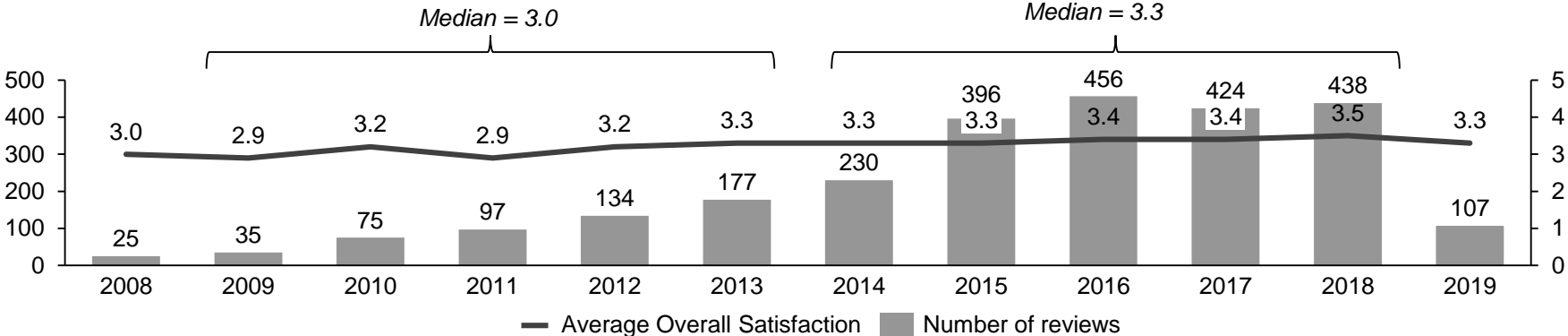
47%

Avg. Recommender Score

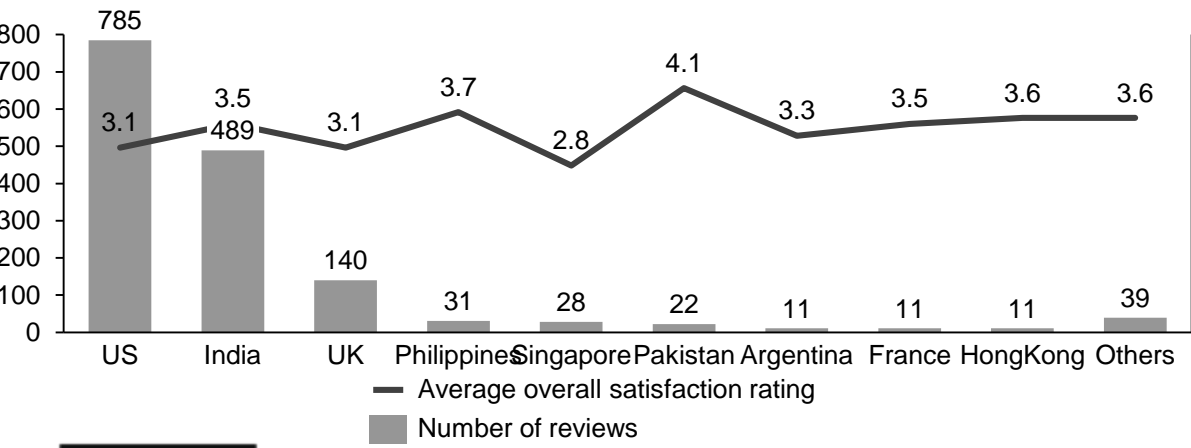
73%

Approved Current CEO (on an Average)

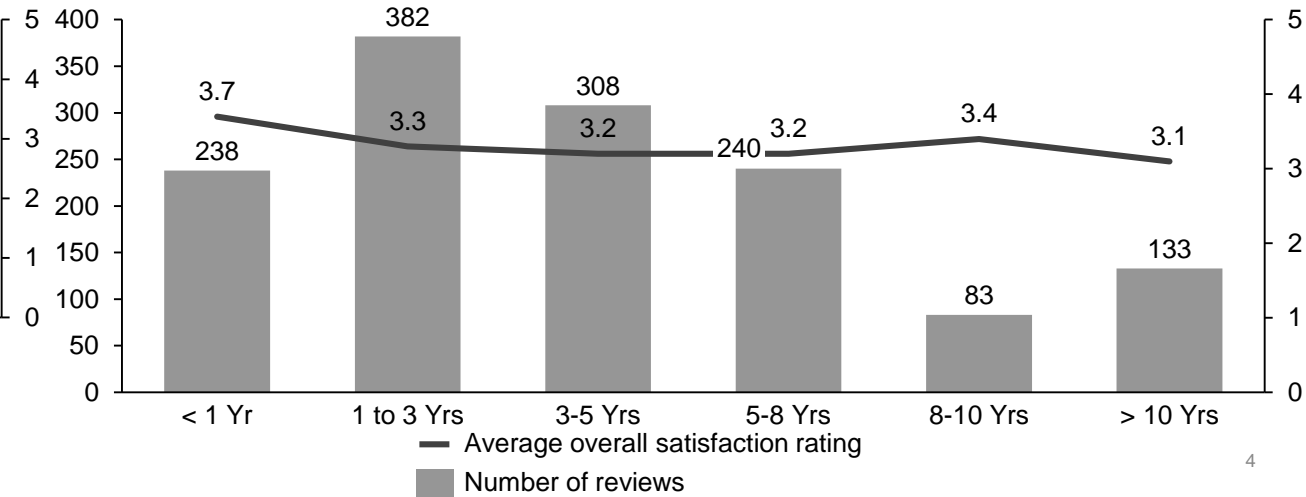
Overall, Employees were more vocal from 2012 onwards, Review Count increasing, Median Avg. Overall Satisfaction ratio increased from 3.0 to 3.3



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



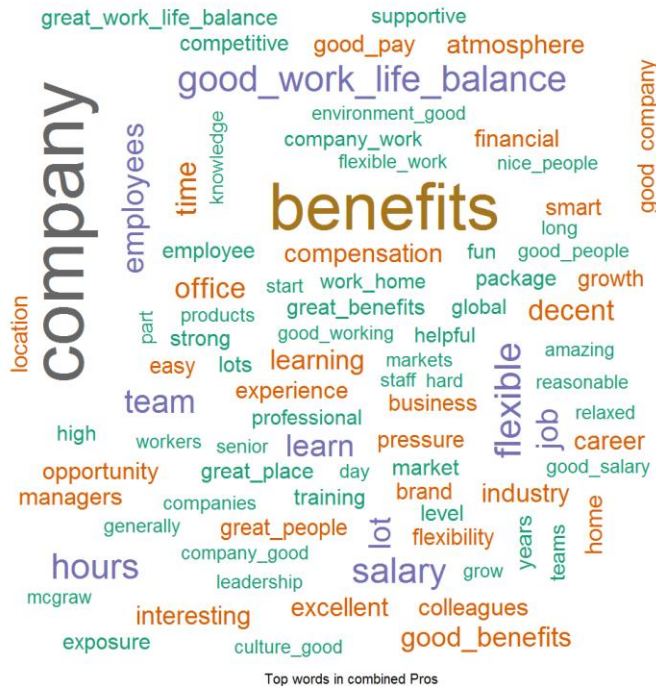
Overall Employees are recommending Organization to others (with a good satisfaction level, more than 60%) , except the employees who spend 1 to 3 Yrs. in organization



## 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.



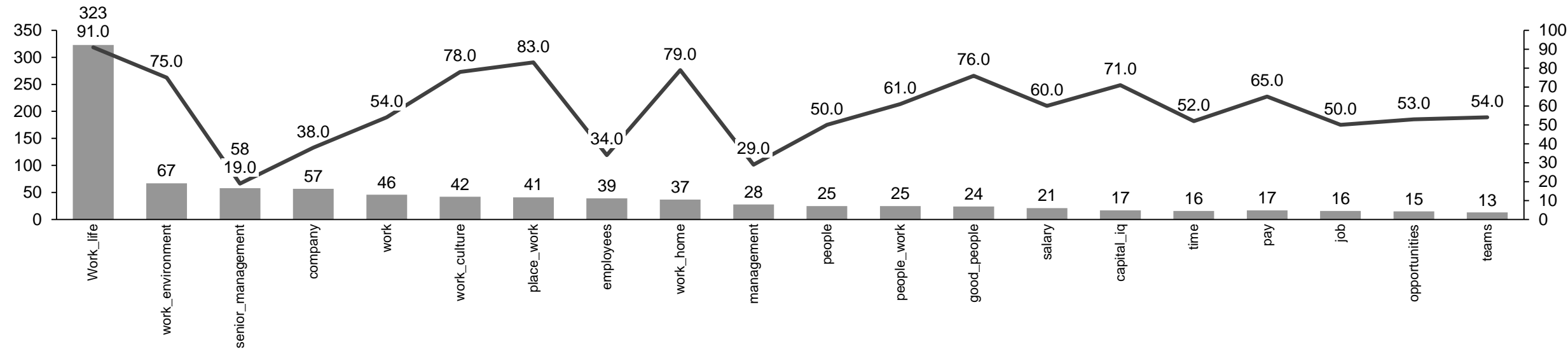
**Cons:** Word List which Employees don't like –

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.

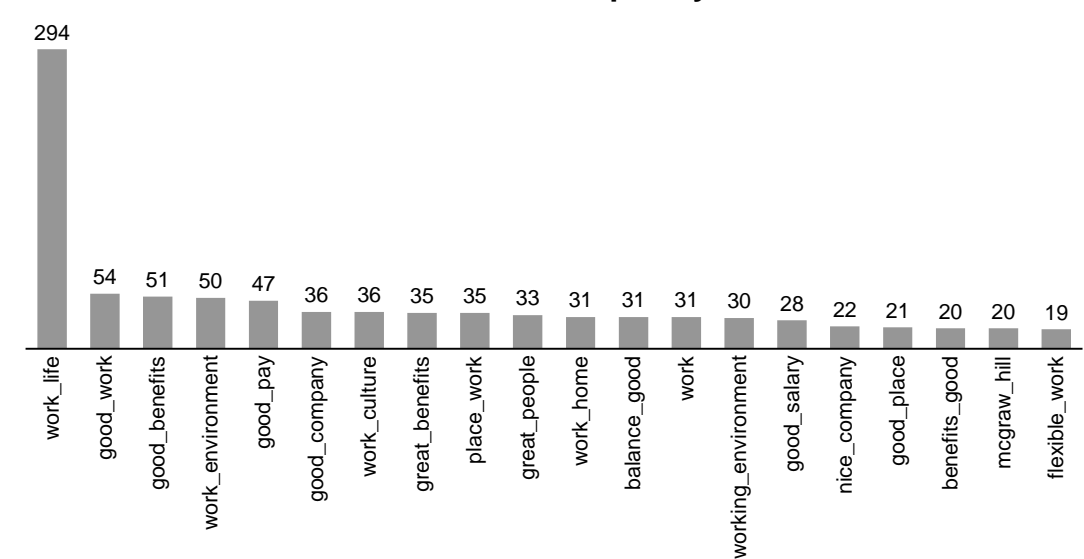


# Top Pros & Cons Words about the Company

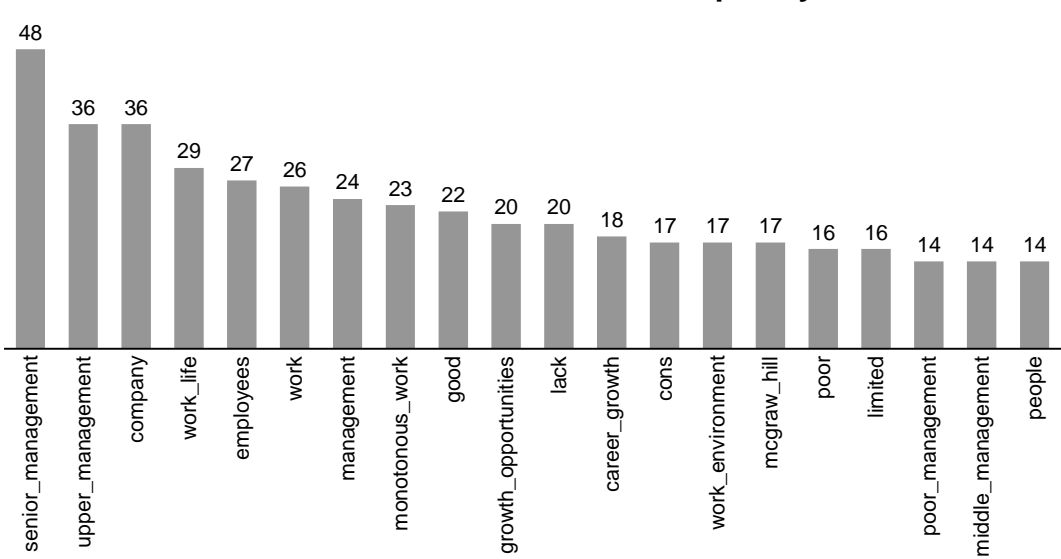
Common words in Pros and Cons with Word distribution in Pros



Common words in Pros and their frequency

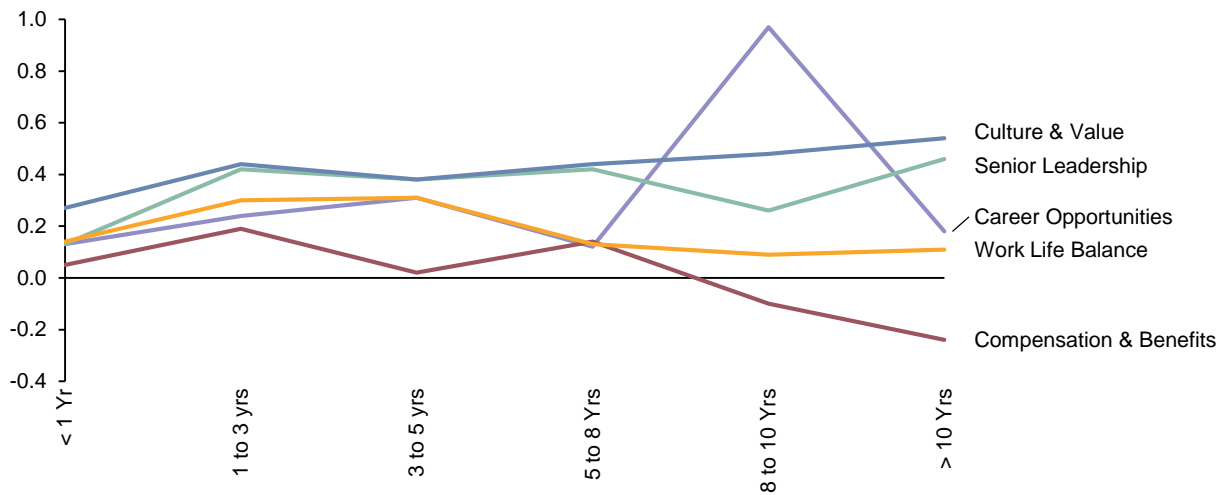


Common words in Cons and their frequency

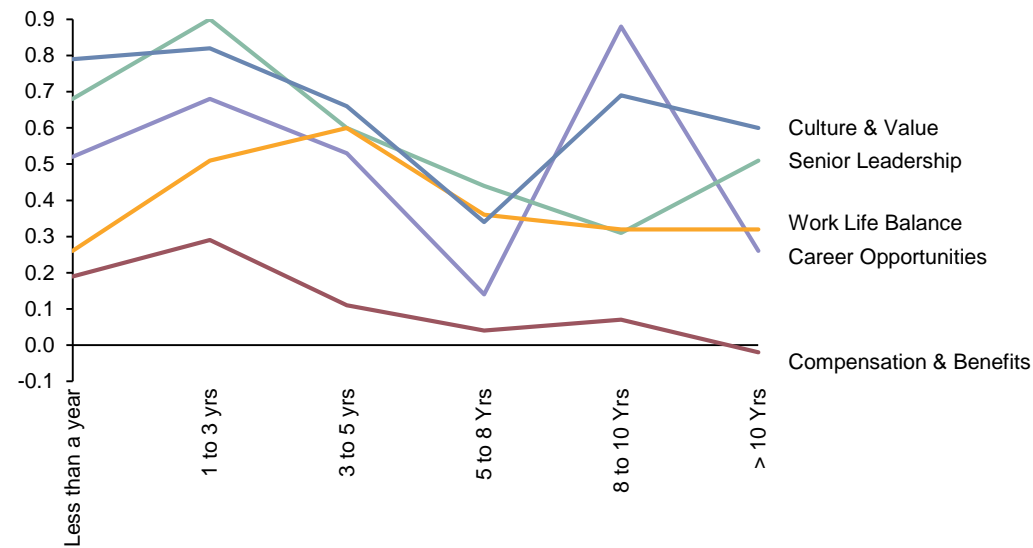


# Slicing & Dicing Rating w.r.t. Tenure

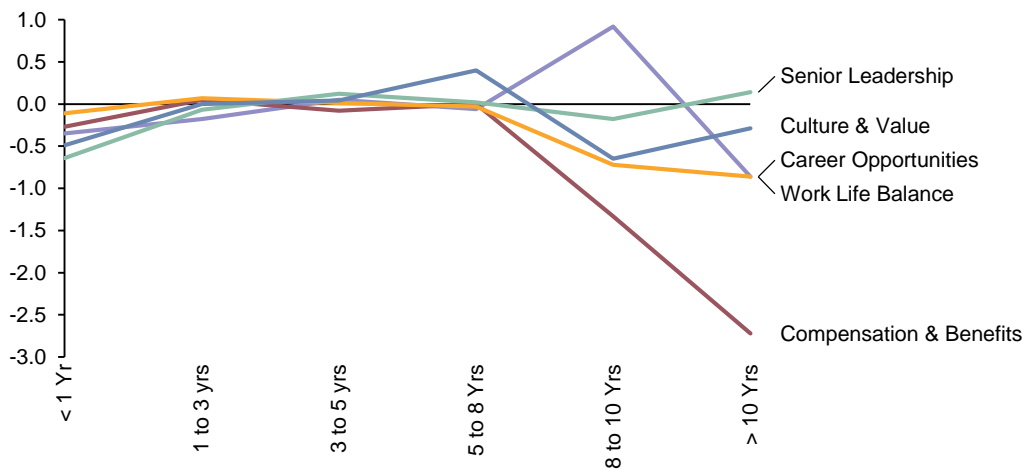
Each segment rating difference between Current and Former Employees w.r.t. their tenure



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 –

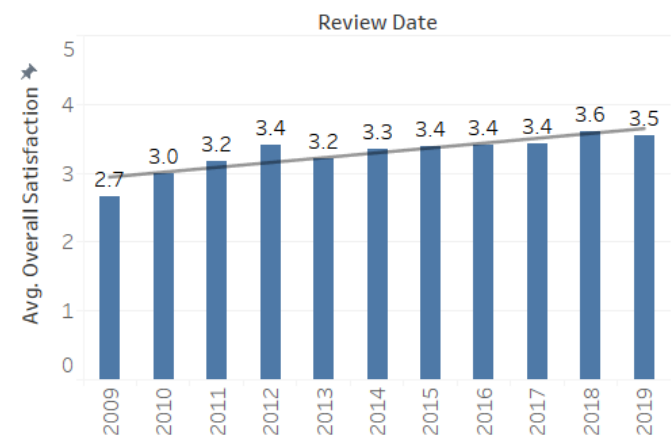
1. Growth
2. Work
3. Politics
4. Leadership
5. Opportunities
6. Promotions

## What India Employees didn't liked –

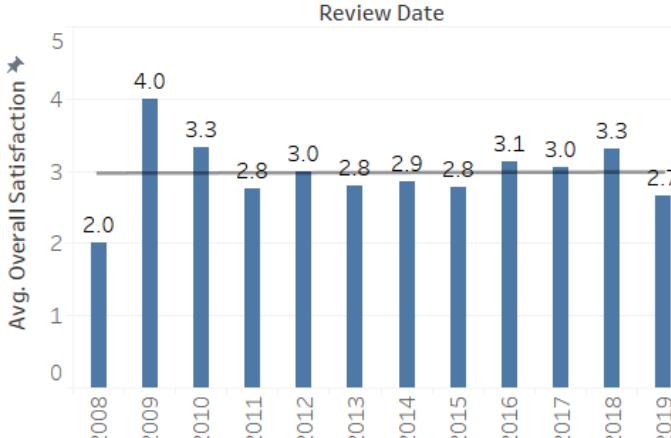
1. Not Enough Opportunities
2. Slow Career / Growth opportunity
3. Promotion
4. Monotonous work
5. Training
6. Night Shift

# Overall satisfaction for all Division

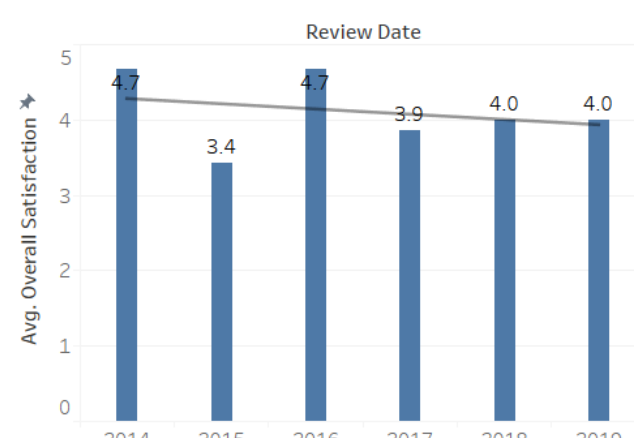
Avg. Overall Satisfaction in MI



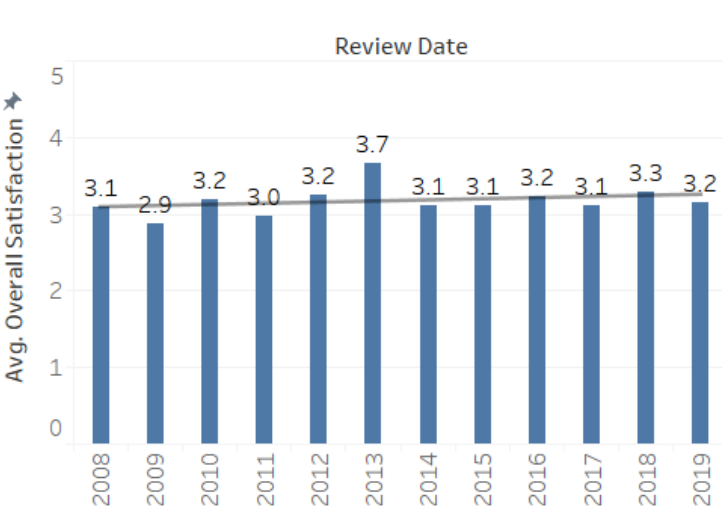
Avg. Overall Satisfaction in Platts



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 Platts Employees liked –

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

## 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 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 Platts Employees didn't liked –

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

## What DJI Employees didn't liked –

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

## 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.



### 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 **Opportunities, Growth, Lack of Training, Monotonous Work, Bad Manager, Promotions** and **Salary** and this can be improved.



### Top words in Cons



# 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.



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.



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.



### 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 **Politics, Protected Management, Opportunities, Promotions, Squeaky wheel** and **Inequality in pay** and this can be improved.



### Top words in Cons

# 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.



Top words in combined Pros

## Cons: Word List which Employees don't like –

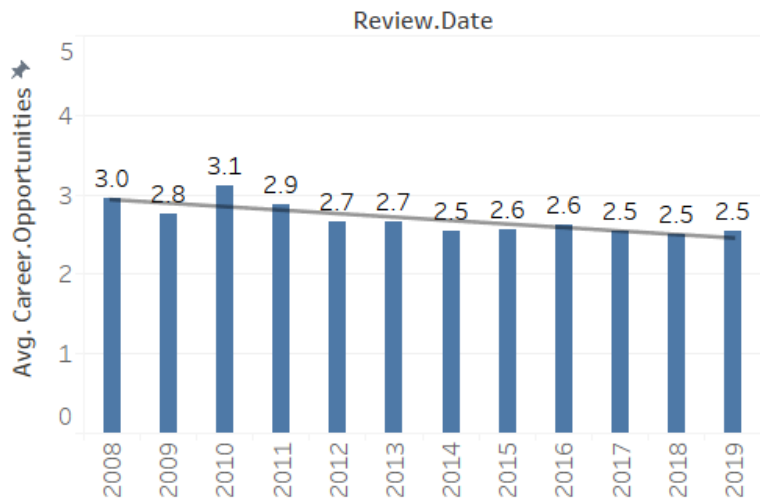
Feedback provided by the Employees they found out to difficulty to cope up with **Promotions, Processes, Less Trainings, Bonus, Salary** and **Analytical Job without Analytical work** and this can be improved.



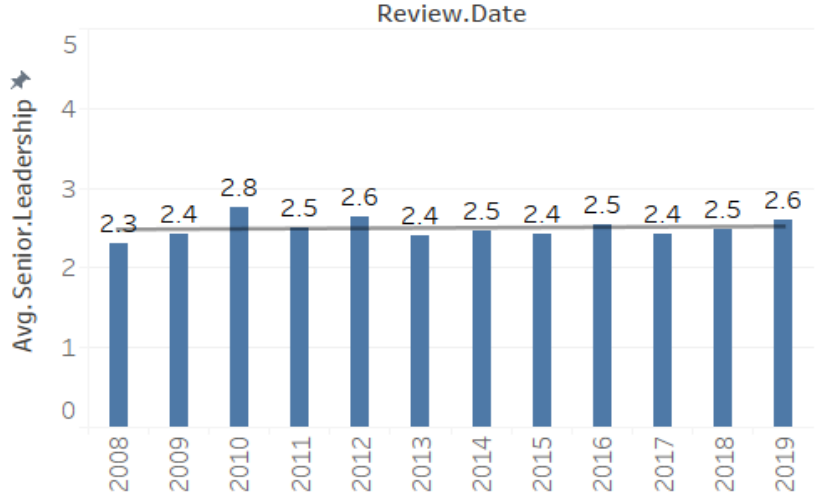
Top words in Cons

# Overview – For 5 Subsections (Overall)

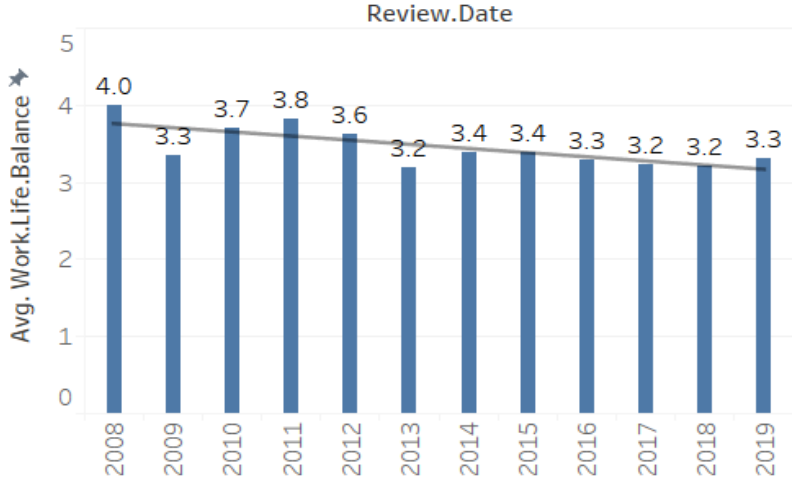
Avg. Career Opportunity over the Years



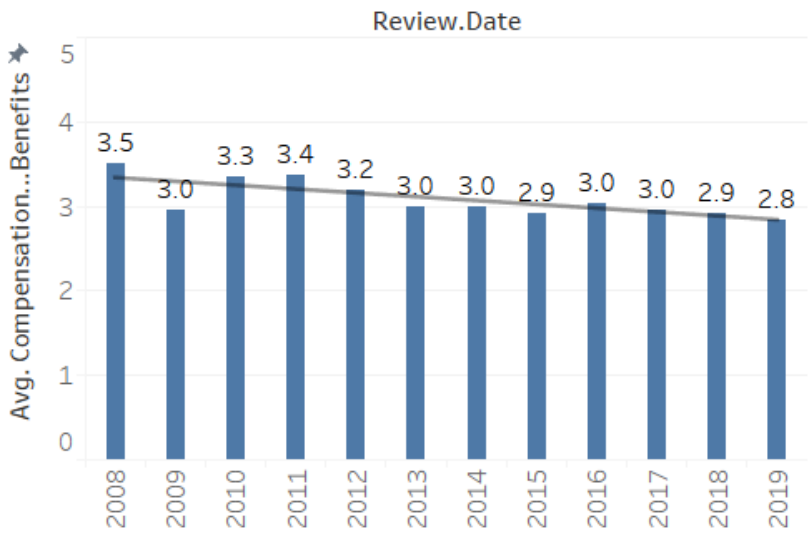
Avg. Senior Leadership over the Years



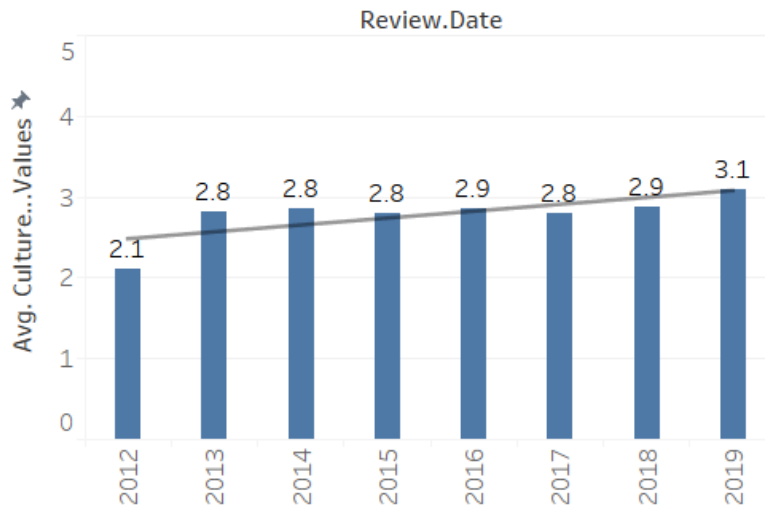
Avg. Work Life balance over the Years



Avg. Comp & Benefits over the Years

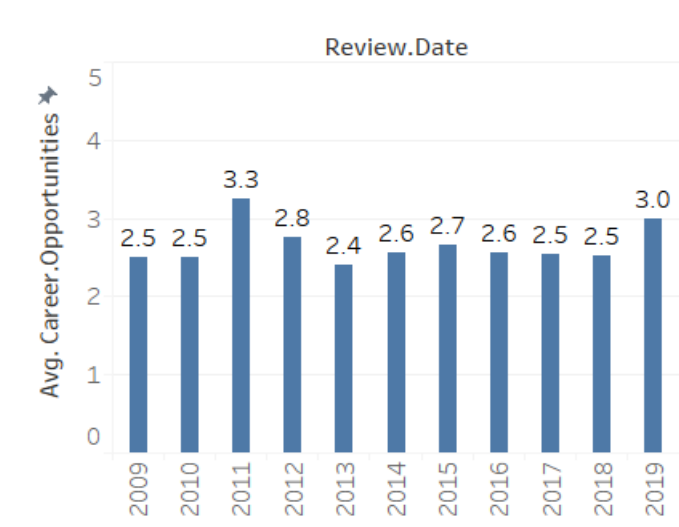


Avg. Culture & Value over the Years

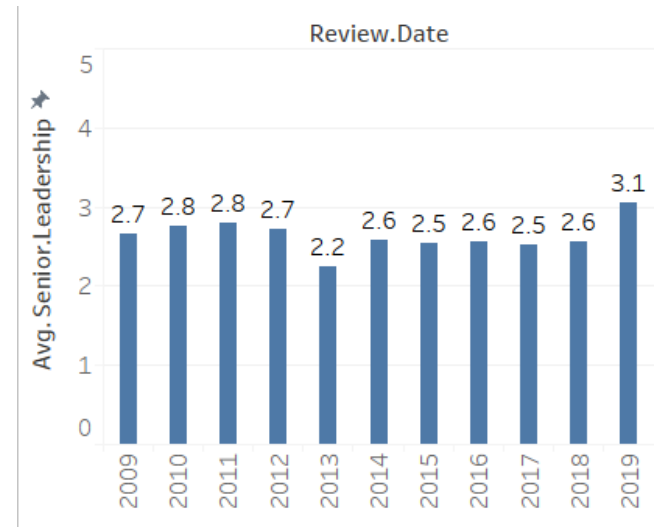


# Overview – For S&P MI

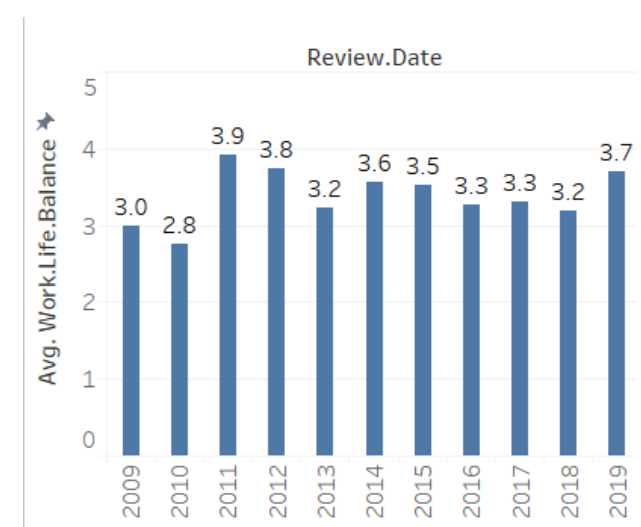
Avg. Career Opportunity over the Years



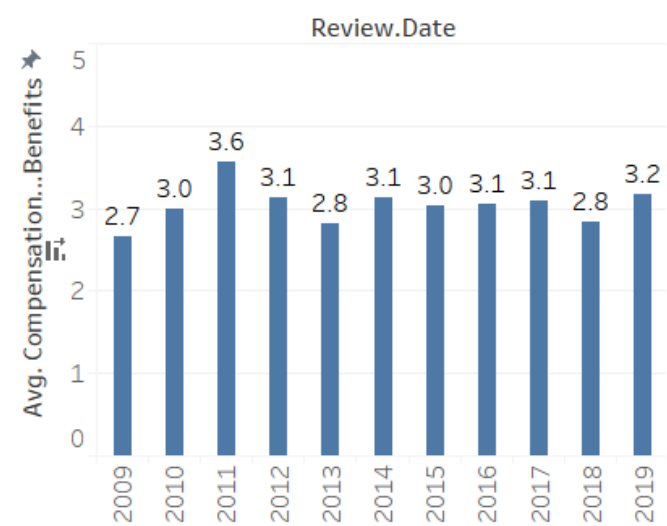
Avg. Senior Leadership over the Years



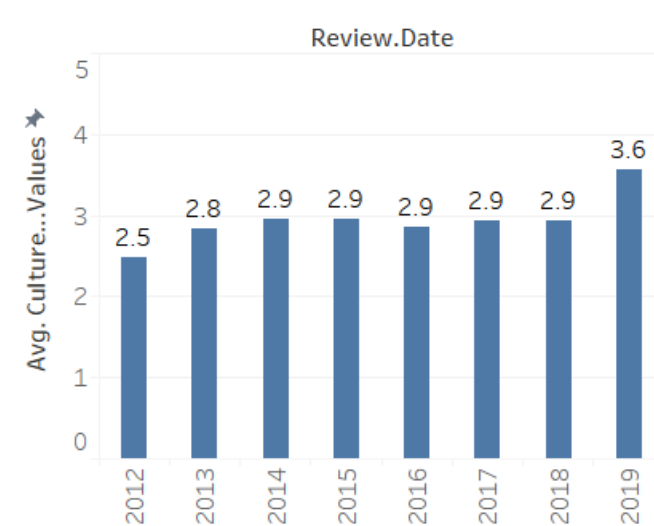
Avg. Work Life balance over the Years



Avg. Comp & Benefits over the Years

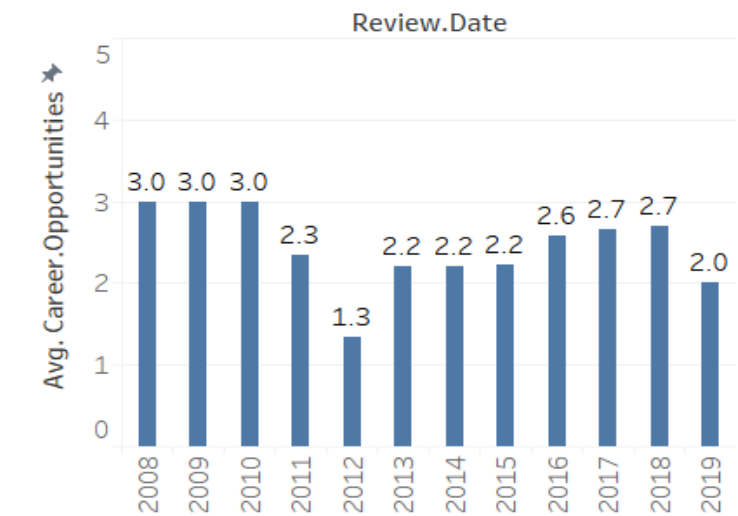


Avg. Culture & Value over the Years

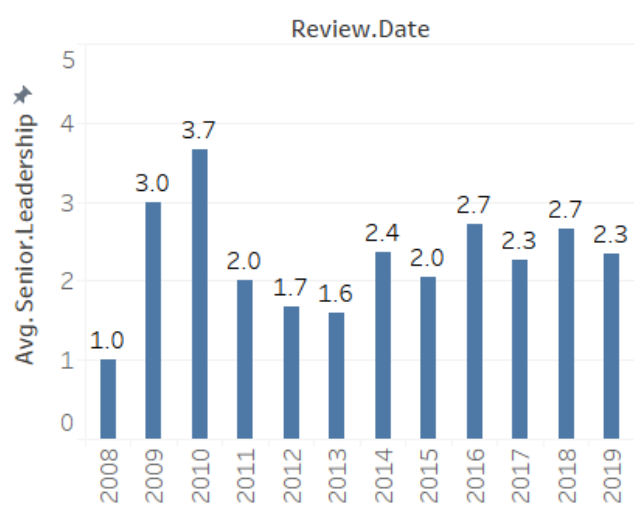


# Overview – For S&P Platts

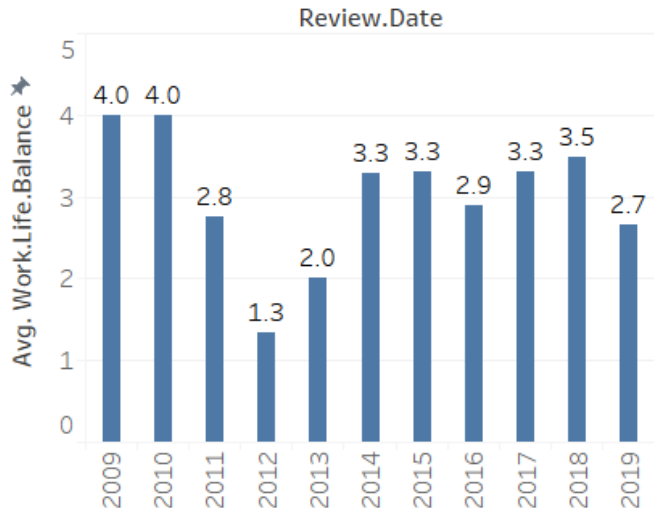
Avg. Career Opportunity over the Years



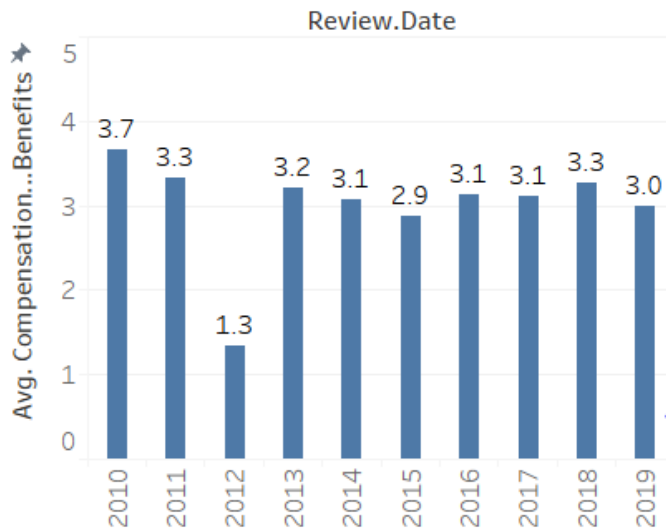
Avg. Senior Leadership over the Years



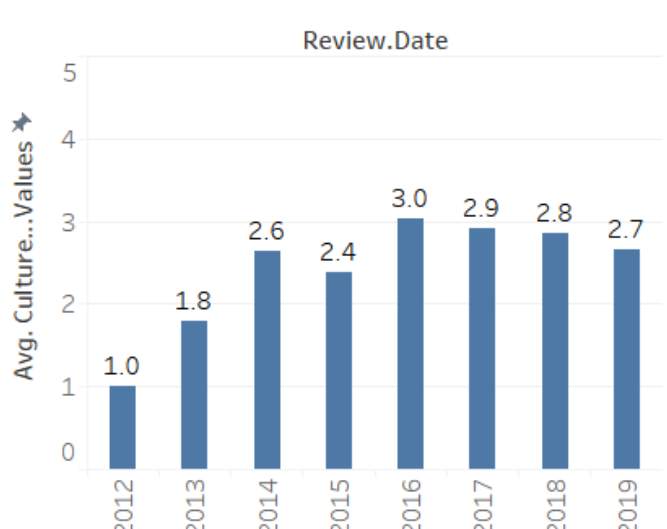
Avg. Work Life balance over the Years



Avg. Comp & Benefits over the Years

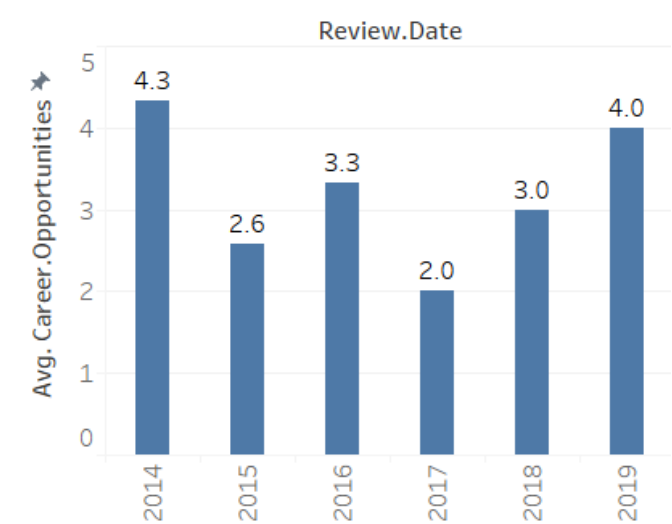


Avg. Culture & Value over the Years

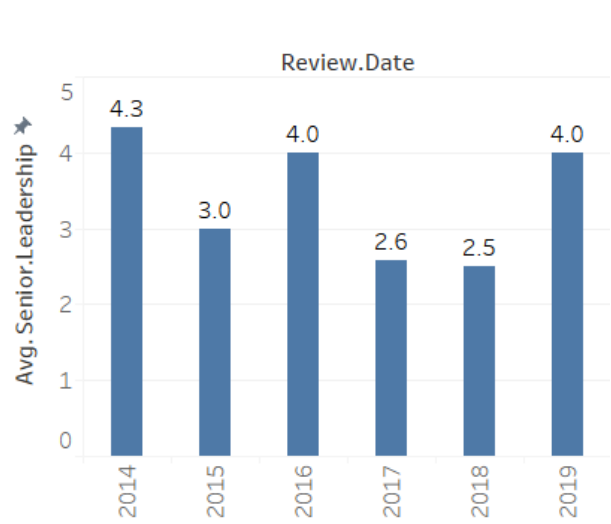


# Overview – For S&P DJI

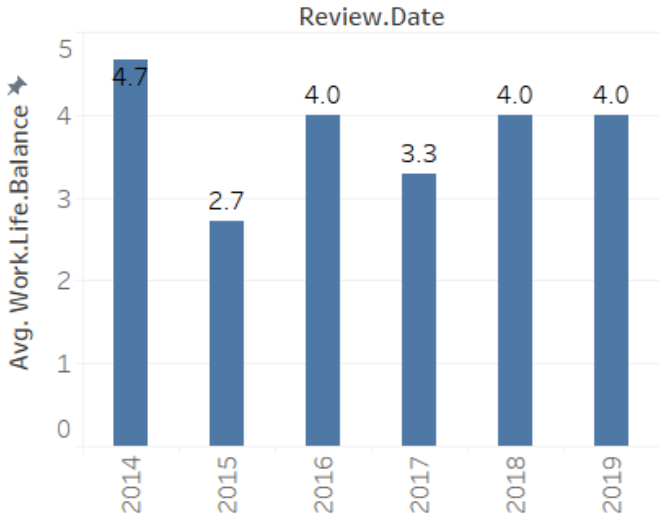
Avg. Career Opportunity over the Years



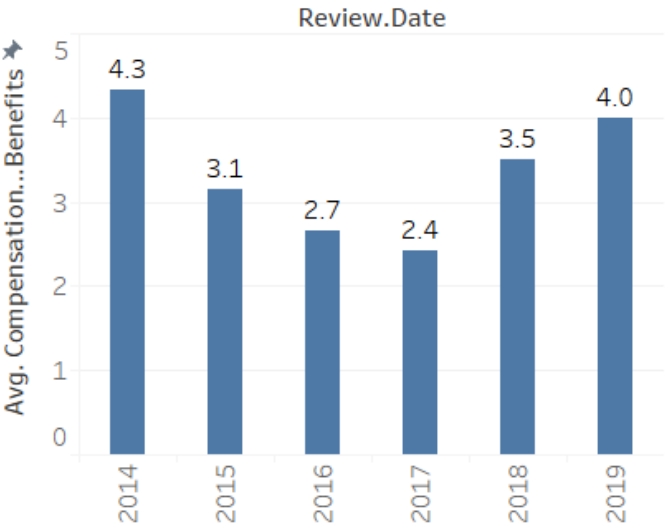
Avg. Senior Leadership over the Years



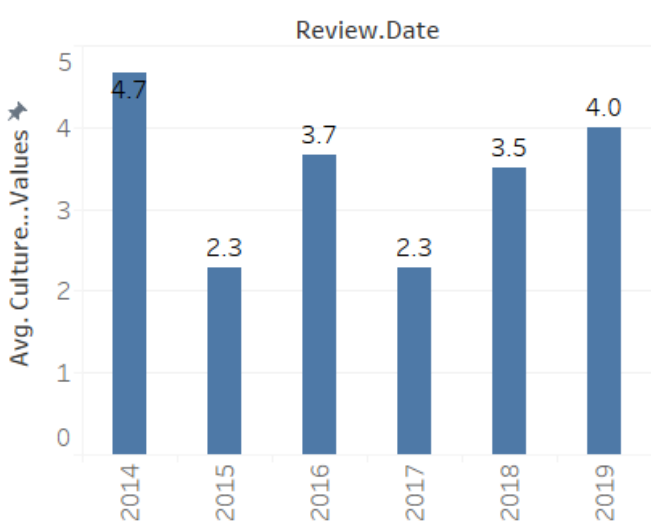
Avg. Work Life balance over the Years



Avg. Comp & Benefits over the Years

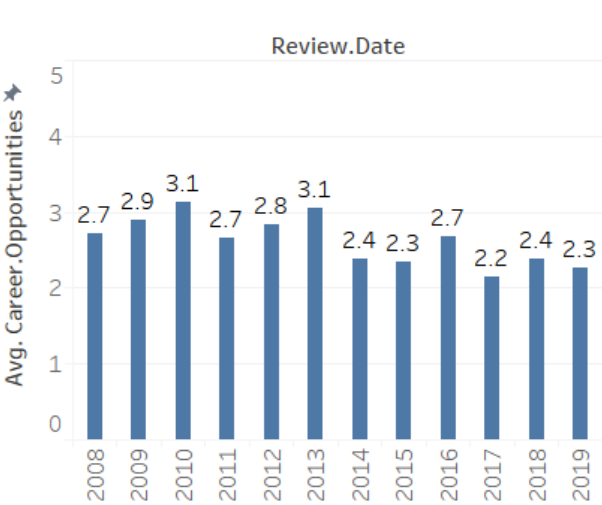


Avg. Culture & Value over the Years

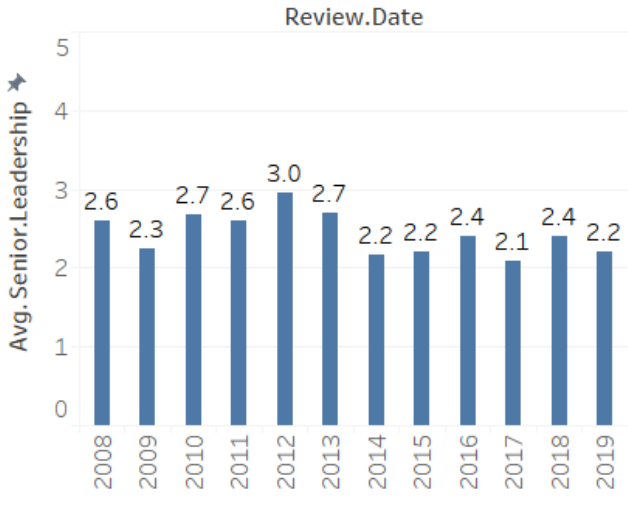


# Overview – For S&P Ratings

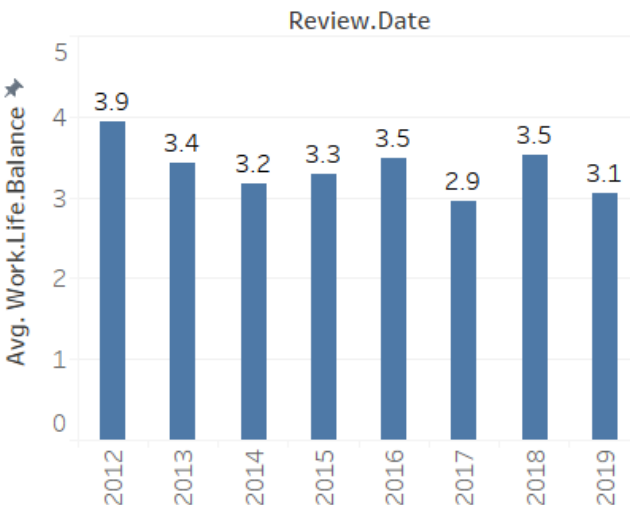
Avg. Career Opportunity over the Years



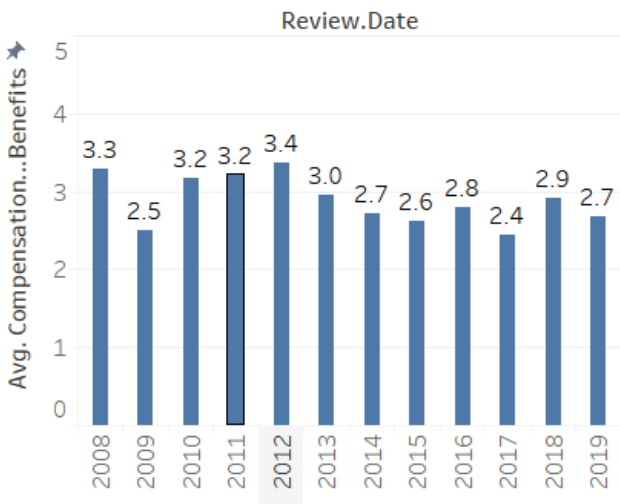
Avg. Senior Leadership over the Years



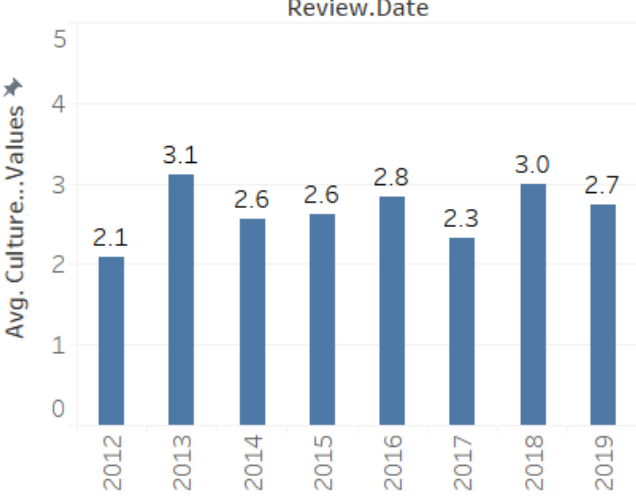
Avg. Work Life balance over the Years



Avg. Comp & Benefits over the Years



Avg. Culture & Value over the Years





# Word Cloud For US

## Word Cloud for Pros



### Top words in Pros

## Good Words List –

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

### Word Cloud for Cons



### Top words in Cons

## Word List which people don't like –

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

# Word Cloud For India

## Word Cloud for Pros



## Good Words List –

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

## Word Cloud for Cons



## Word List which people don't like –

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



## Word Cloud For Former Employees

## Word Cloud for Pros



### Top words in Pros

## Good Words List –

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

### Word Cloud for Cons



### Top words in Cons

## Word List which people don't like –

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