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

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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

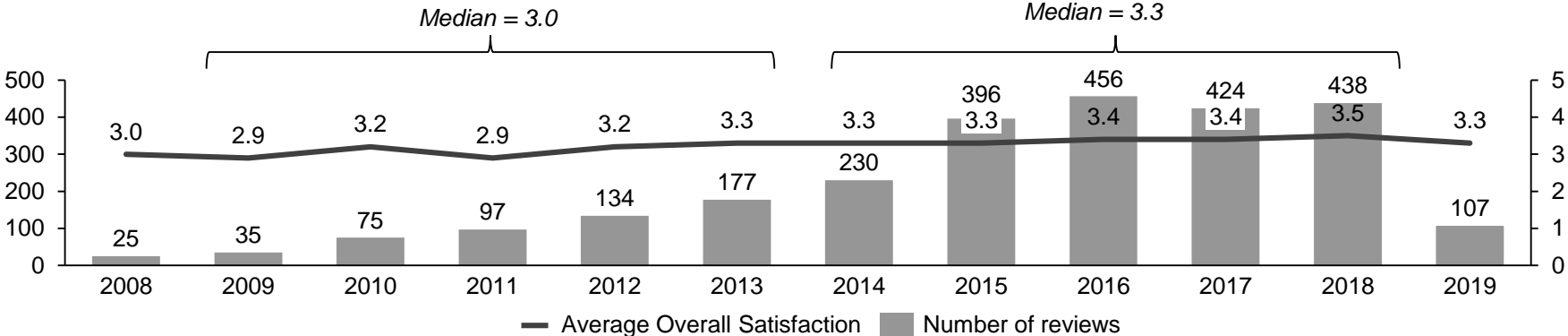**42%**
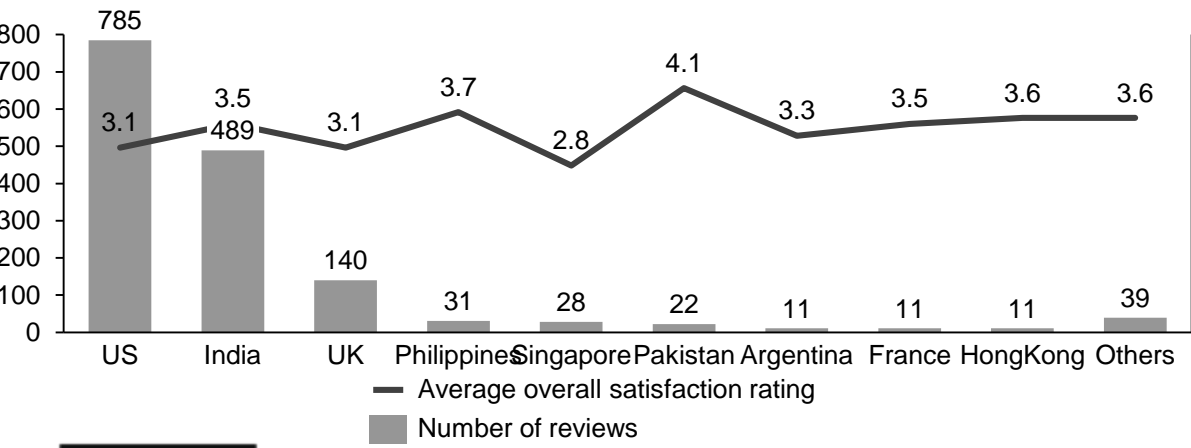Of the reviews from former employees

47%
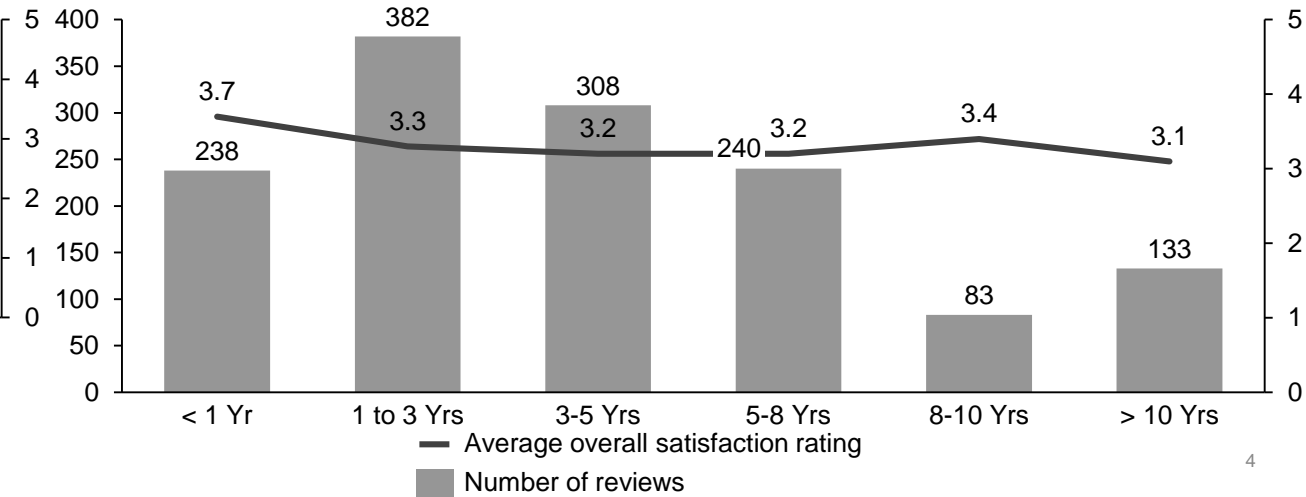Avg. Recommender Score

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

Median = 3.0

Median = 3.3

Chart: Average Overall Satisfaction and Number of reviews by year (2008–2019)
- 2008: 25 reviews, 3.0
- 2009: 35 reviews, 2.9
- 2010: 75 reviews, 3.2
- 2011: 97 reviews, 2.9
- 2012: 134 reviews, 3.2
- 2013: 177 reviews, 3.3
- 2014: 230 reviews, 3.3
- 2015: 396 reviews, 3.3
- 2016: 456 reviews, 3.4
- 2017: 424 reviews, 3.4
- 2018: 438 reviews, 3.5
- 2019: 107 reviews, 3.3

— Average Overall Satisfaction   ▉ Number of reviews

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

Chart: Number of reviews and Average overall satisfaction rating by country
- US: 785, 3.1
- India: 489, 3.5
- UK: 140, 3.1
- Philippines: 31, 3.7
- Singapore: 28, 2.8
- Pakistan: 22, 4.1
- Argentina: 11, 3.3
- France: 11, 3.5
- HongKong: 11, 3.6
- Others: 39, 3.6

— Average overall satisfaction rating
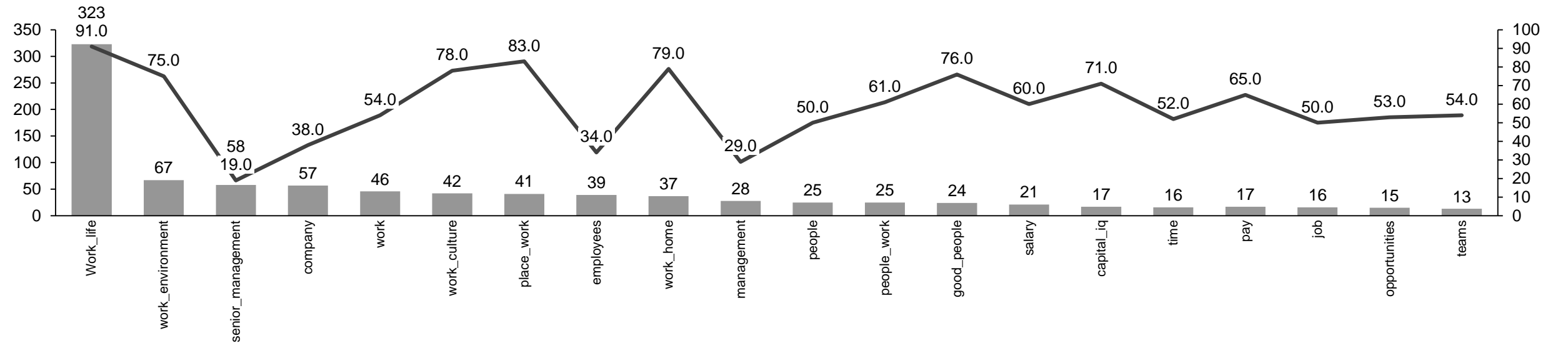▉ Number of reviews

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
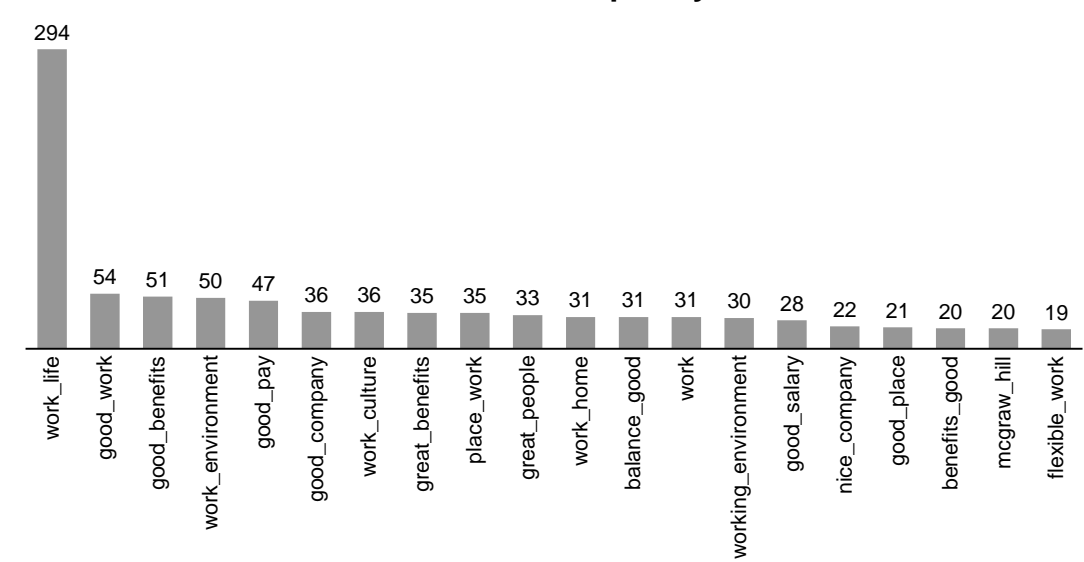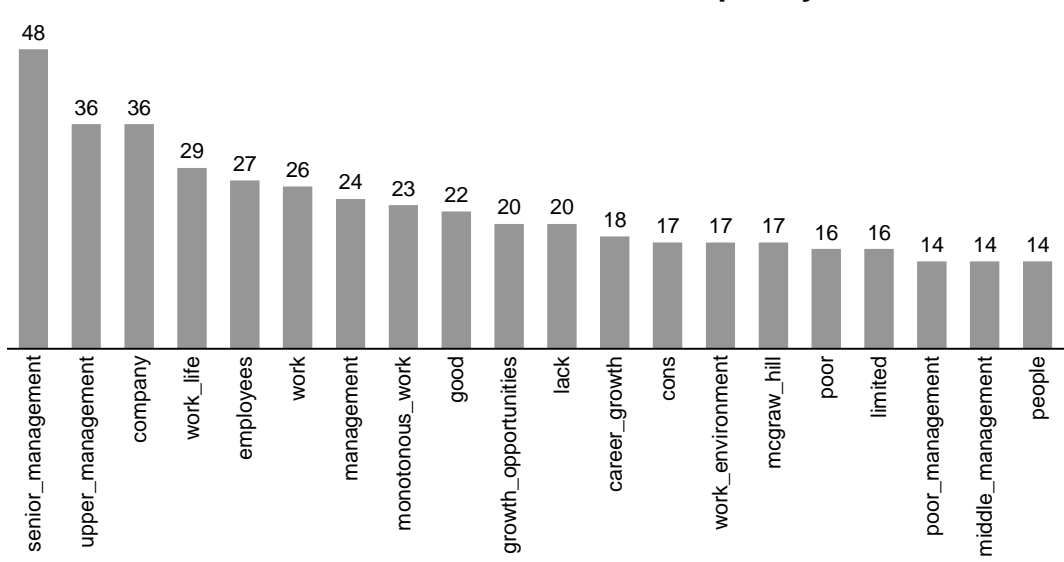

Chart: Number of reviews and Average overall satisfaction rating by tenure
- < 1 Yr: 238, 3.7
- 1 to 3 Yrs: 382, 3.3
- 3-5 Yrs: 308, 3.2
- 5-8 Yrs: 240, 3.2
- 8-10 Yrs: 83, 3.4
- > 10 Yrs: 133, 3.1

— Average overall satisfaction rating
▉ Number of reviews

4

Top Pros & Cons Words about the Company

Common words in Pros and Cons with Word distribution in Pros

Bar values (left axis): Work_life 323, work_environment 67, senior_management 58, company 57, work 46, work_culture 42, place_work 41, employees 39, work_home 37, management 28, people 25, people_work 25, good_people 24, salary 21, capital_iq 17, time 16, pay 17, job 16, opportunities 15, teams 13

Line values (right axis): 91.0, 75.0, 19.0, 38.0, 54.0, 78.0, 83.0, 34.0, 79.0, 29.0, 50.0, 61.0, 76.0, 60.0, 71.0, 52.0, 65.0, 50.0, 53.0, 54.0

Common words in Pros and their frequency

work_life 294, good_work 54, good_benefits 51, work_environment 50, good_pay 47, good_company 36, work_culture 36, great_benefits 35, place_work 35, great_people 33, work_home 31, balance_good 31, work 31, working_environment 30, good_salary 28, nice_company 22, good_place 21, benefits_good 20, mcgraw_hill 20, flexible_work 19

Common words in Cons and their frequency

senior_management 48, upper_management 36, company 36, work_life 29, employees 27, work 26, management 24, monotonous_work 23, good 22, growth_opportunities 20, lack 20, career_growth 18, cons 17, work_environment 17, mcgraw_hill 17, poor 16, limited 16, poor_management 14, middle_management 14, people 14
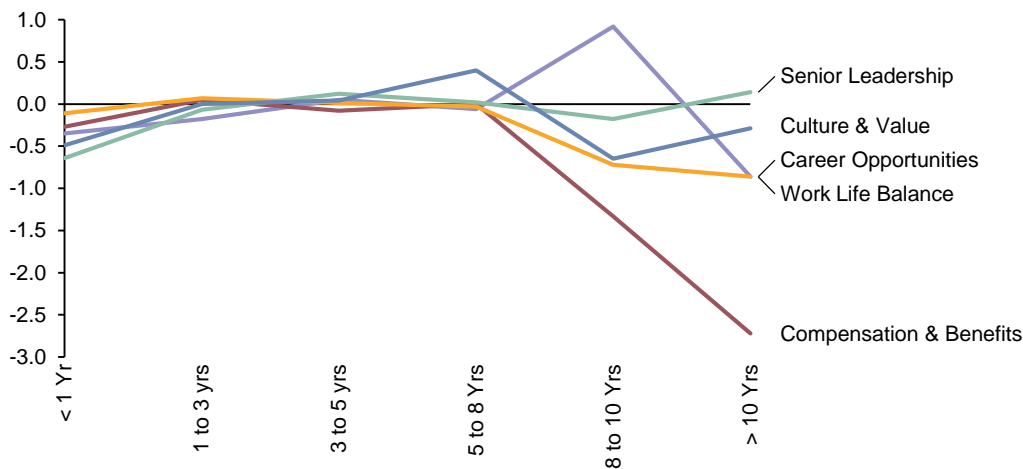
Slicing & Dicing Rating w.r.t. Tenure

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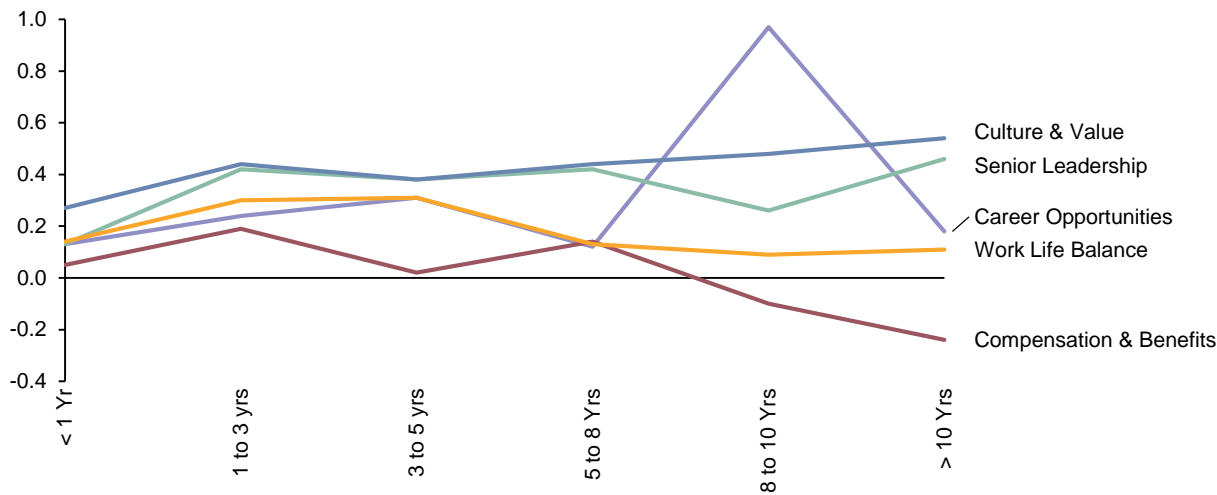
**Each segment rating difference between Current and Former Employees w.r.t. their tenure for US**
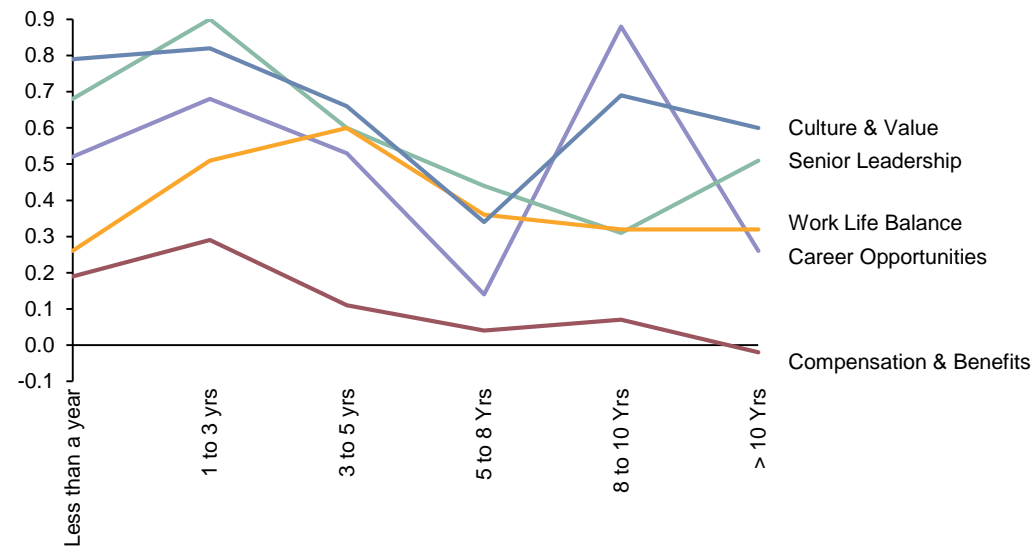
Each segment rating difference between Current and Former Employees w.r.t. their tenure for India

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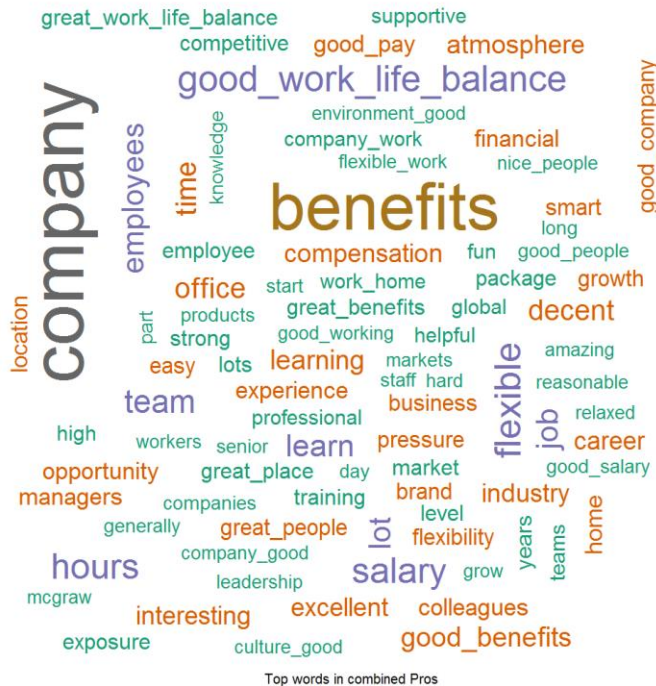
Cons: Word List which Employees don't like –

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 words in combined Pros

Top words in Cons

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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.)

Top Keywords with Star Ratings (overall)
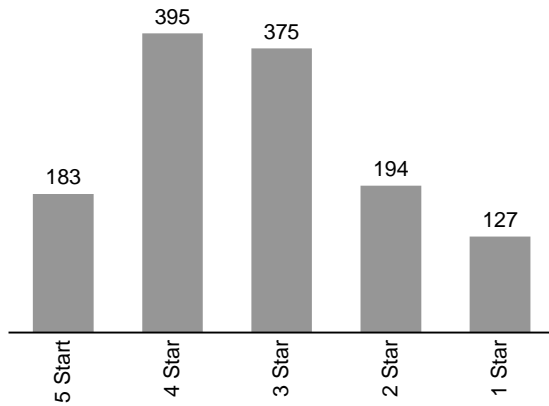
Top keywords in 5 Star ratings

(In Pros)
1. Work Life Balance
2. Work Culture
3. Work Environment
4. Good Pay
5. Great Place to work

(In Cons)
1. Work
2. Management

Top keywords in 4 Star ratings–

(In Pros)
1. Work Life Balance
2. Good Company to Work
3. Good Salary
4. Good Benefits
5. Work environment

(In Cons)
1. Work
2. Employees
3. Management
4. Opportunities
5. Growth

Top keywords in 3 Star ratings–

(In Pros)
1. Work Life Balance
2. Good Pay
3. Good work
4. Work from home
5. Good benefits

(In Cons)
1. Upper Management
2. Work life balance
3. Growth opportunity
4. Monotonous work

Top keywords in 2 Star ratings–

(In Pros)
1. Work Life Balance
2. Good Benefits
3. Good Pay

(In Cons)
1. Management
2. Work
3. Growth
4. Employees
5. Work Life Balance

Top keywords in 1 Star ratings–

(In Pros)
1. Work Life Balance
2. Good Benefits
3. Good Pay

(In Cons)
1. Management
2. Growth
3. Work
4. People manager
5. Work life balance

Top Keywords with Star Ratings (Career Opportunity)
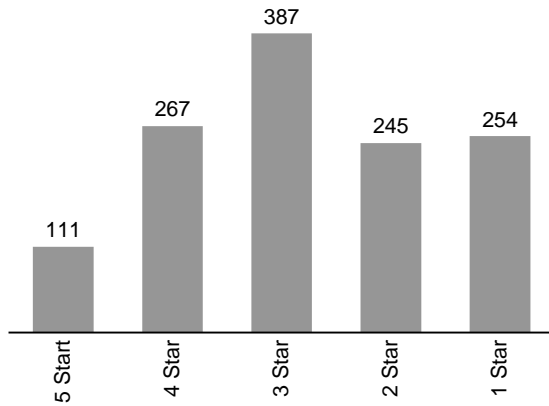
Top keywords in 5 Star ratings
(In Pros)

1. Work Life Balance
2. Good work
3. Work Environment
4. Work culture
5. Management

Top keywords in 4 Star ratings–
(In Pros)

1. Work Life balance
2. Work Culture
3. Work Environment
4. Good Pay
5. Good environment

Top keywords in 3 Star ratings–
(In Pros)

1. Work Life Balance
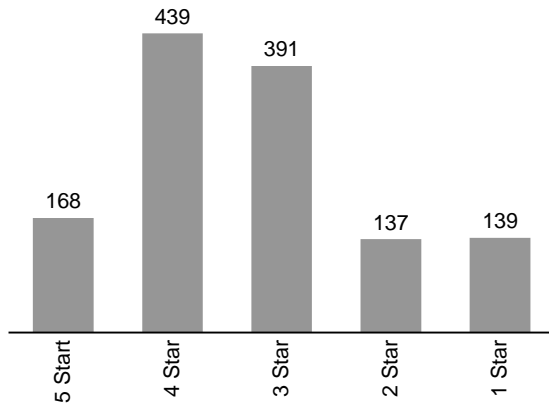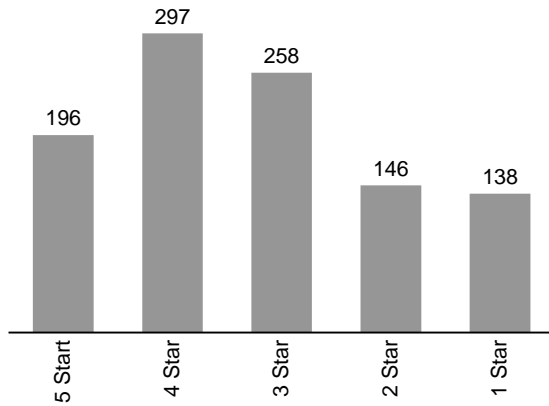2. Work Environment
3. Good Work
4. Good Company
5. Work culture

Top keywords in 2 Star ratings–
(In Pros)

1. Work Life Balance
2. Good Benefits
3. Good Pay
4. Good Work
5. Good Company

Top keywords in 1 Star ratings–
(In Pros)

1. Work Life Balance
2. Good Benefits
3. Good Pay
4. Work from home
5. Work environment

Top Keywords with Star Ratings (Compensation & Benefits)

Top keywords in 5 Star ratings
(In Pros)

1. Work Life Balance
2. Work Environment
3. Great benefits
4. Good work
5. Good Pay

Top keywords in 4 Star ratings–
(In Pros)

1. Work Life balance
2. Good pay
3. Good Benefits
4. Good work
5. Work environment

Top keywords in 3 Star ratings–
(In Pros)

1. Work Life Balance
2. Work Environment
3. Good Work
4. Good Company
5. Good Benefits

Top keywords in 2 Star ratings–
(In Pros)

1. Work Life Balance
2. Good Benefits
3. Good Company
4. Work environment
5. Good Work

Top keywords in 1 Star ratings–
(In Pros)

1. Work Life Balance
2. Good work
3. Good Benefits
4. Work environment
5. Good culture

Top Keywords with Star Ratings (Culture and Value)

Top keywords in 5 Star ratings
(In Pros)

1. Work life balance
2. Good work
3. Work environment
4. Work culture
5. Good place to work

Top keywords in 4 Star ratings–
(In Pros)

1. Work Life balance
2. Good work culture
3. Good pay
4. Work environment
5. Good benefits

Top keywords in 3 Star ratings–
(In Pros)

1. Work Life Balance
2. Good Benefits
3. Good Pay
4. Good Work environment
5. Great people

Top keywords in 2 Star ratings–
(In Pros)

1. Work Life Balance
2. Good pay
3. Good Benefits
4. Flexible working hours
5. Great work

Top keywords in 1 Star ratings–
(In Pros)

1. Work Life Balance
2. Good work
3. Good Benefits
4. Good place to work
5. Work from home

Analysis on Advise to Management

We used NLP methods to score each comments to identify comment is given in positive sense or negative sense and the comments are Public specific or person sepcific

Top keywords in Advise to Management –
(In Positive)

1. Employees
2. Senior Management
3. People
4. Good work
5. Focus on Market
6. Management
7. Time

Top keywords in Advise to Management –
(In Negative)

1. Senior
2. Quality work
3. Mid level management
4. Sales
5. Culture of company
6. Lower level impact
7. Invest technology

Top keywords in Advise to Management –
(Public specific)

1. Good Work
2. Good People
3. Senior Management
4. Employees
5. Management team

Top keywords in Advise to Management –
(Person specific)

1. Employees
2. Senior Management
3. Focus
4. Middle Management
5. Good People

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
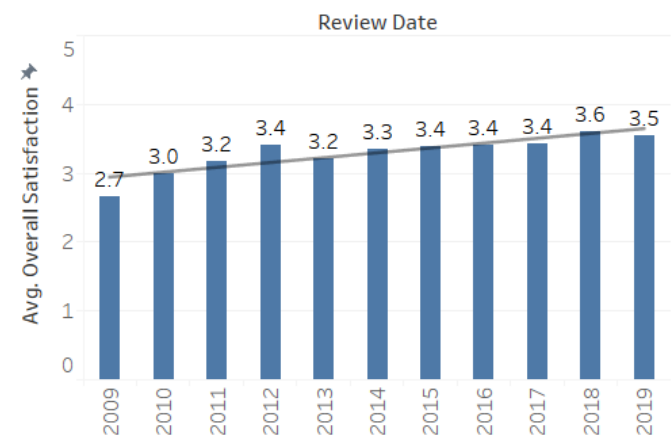6. Good Pay

What US Employees didn't liked –

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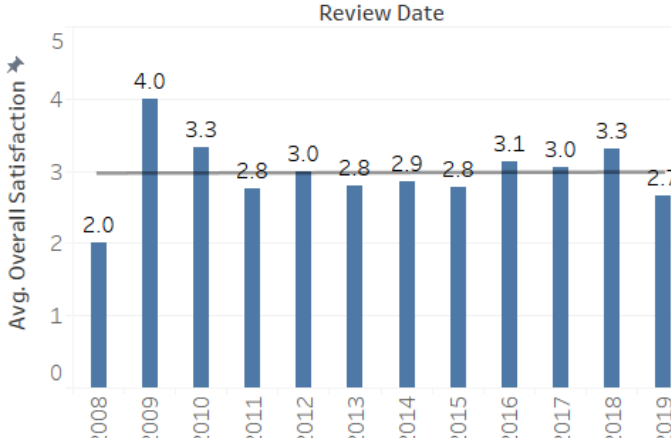5. Opportunities
6. Promotions

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
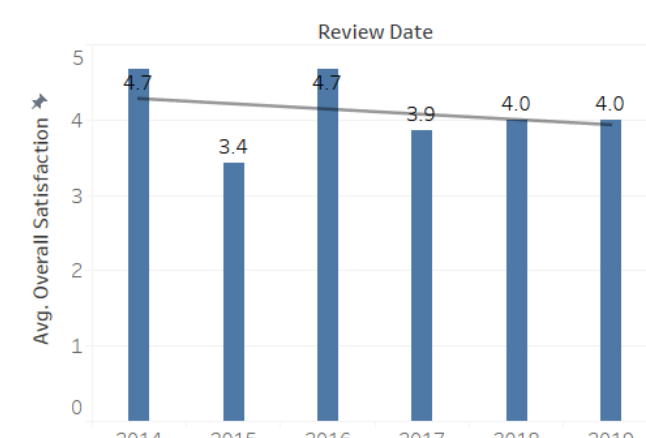
Avg. Overall Satisfaction in Ratings
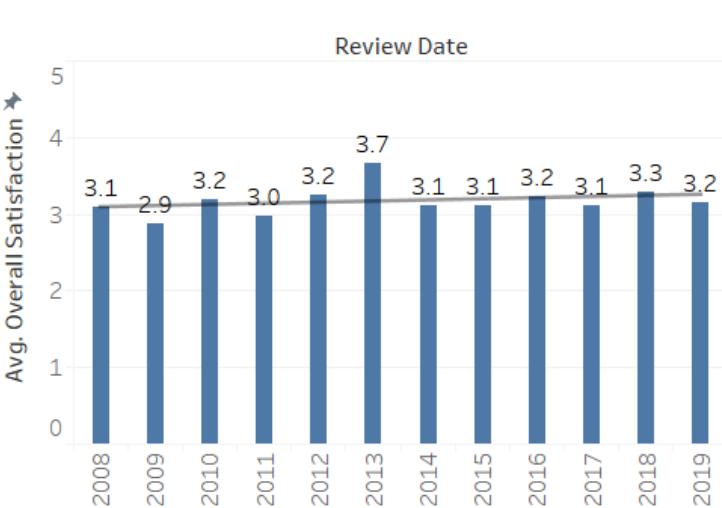
* For Employees over all satisfaction MI and Ratings divisions saw an increase, Platts shows a constant and DJI shows negative trend.

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

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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.

Top words in combined Pros

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.

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 combined Pros

Top words in Cons

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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 pay highly
back_semi_fair
people career
interns
hill
plenty share high
communication_team smooth.
service_pdji_full helpful
small articulated
group
collegial easy_culture
hill_financial_great
full_friendly_people_share smart
great_work_life_balance
globally_renown_company fair
career_progression

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.

awhile_shift company_awhile
boys favoritism bit_dead
chairman job_specific
protected extremely create
lack opportunities
poor white working_fact
dead promotions
work long inequality
niche structure curbs frustrates
leadership frequent
working part_crowd
inequality_lack times
squeaky_wheel
relating frequent_team productivity
aspects politics_limited politics

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

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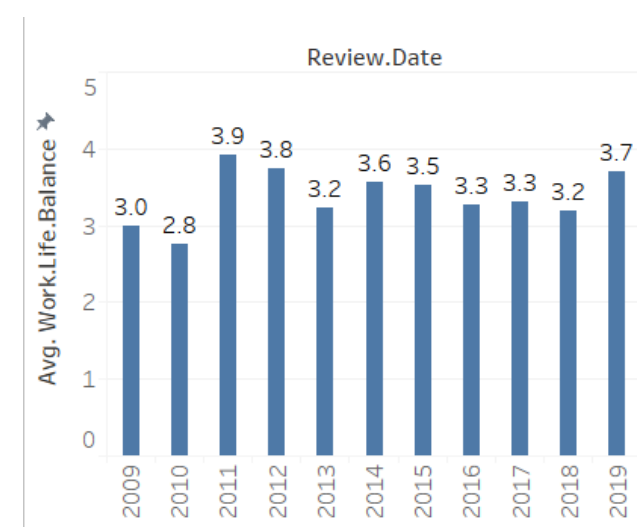# Overview – For 5 Subsections (Overall)
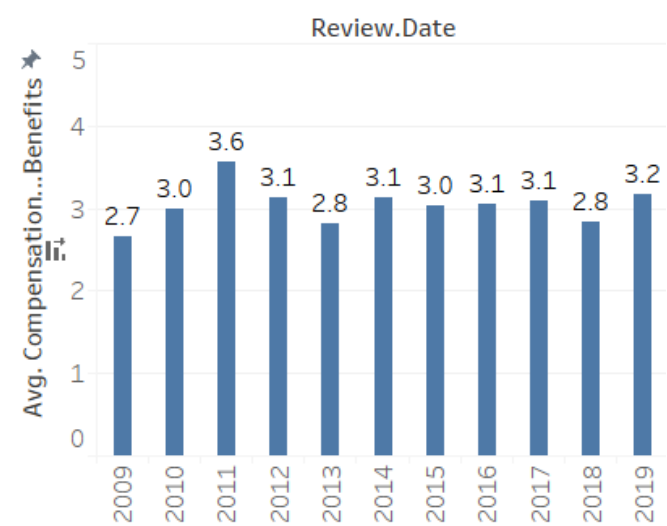
Avg. Career Opportunity over the Years

Avg. Senior Leadership over the Years

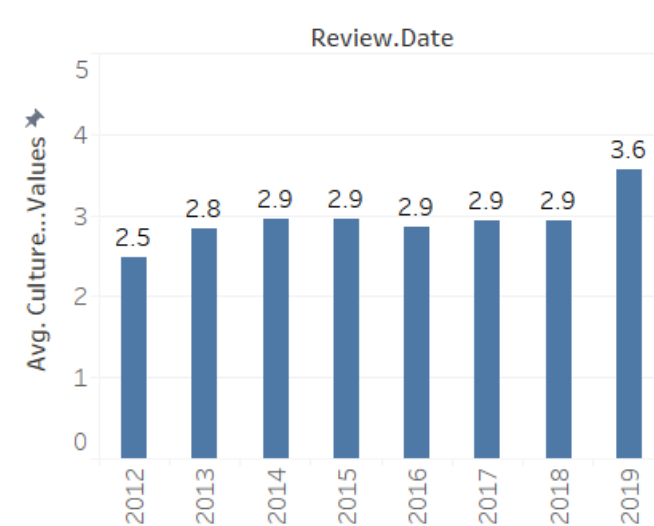**Avg. Work Life balance over the Years**
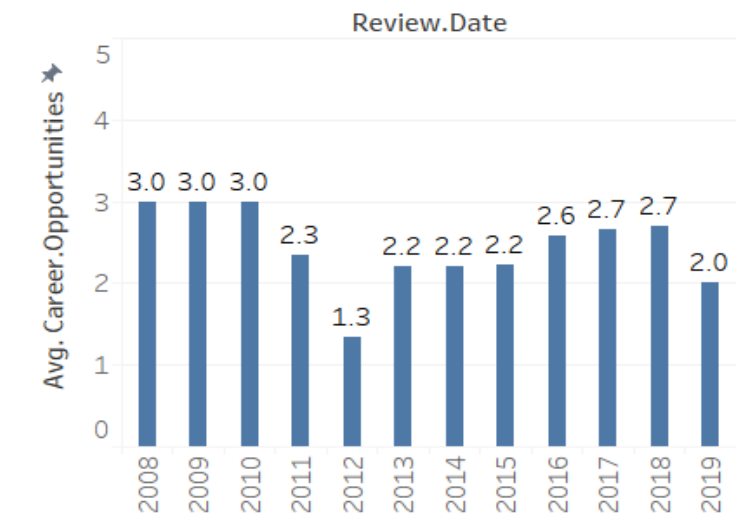

Avg. Comp & Benefits over the Years
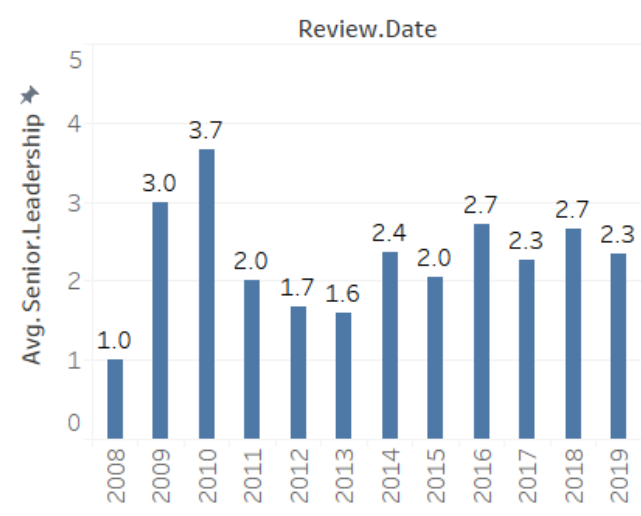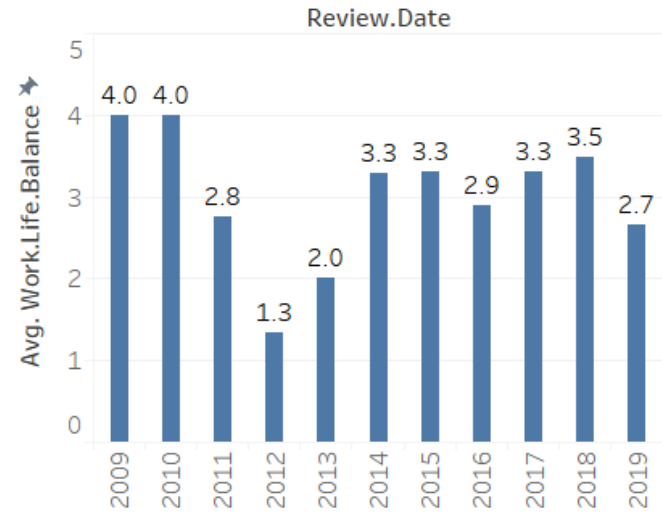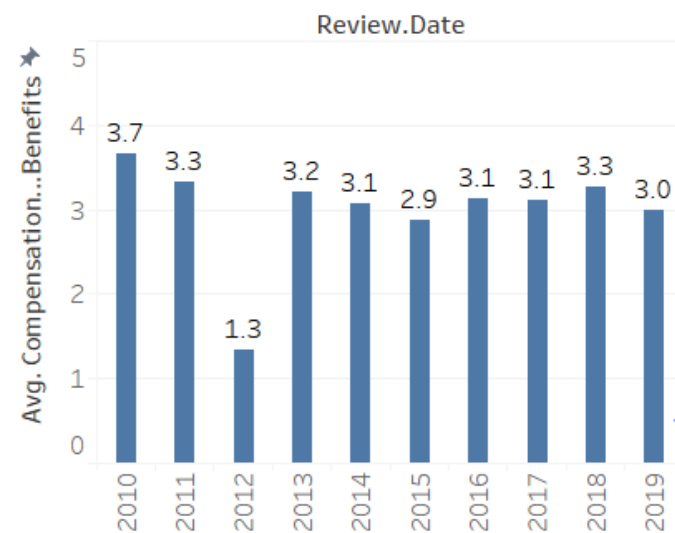

Avg. Culture & Value over the Years

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25
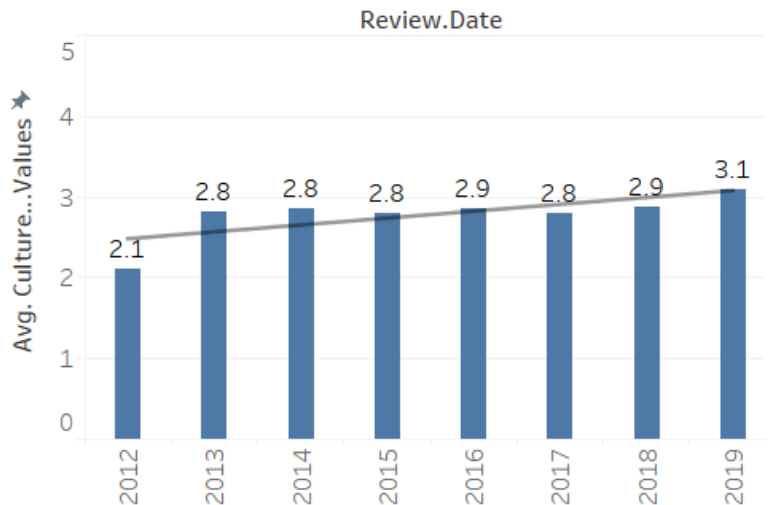
Overview – For S&P MI

Avg. Career Opportunity over the Years

Review.Date

Avg. Career.Opportunities: 2009: 2.5, 2010: 2.5, 2011: 3.3, 2012: 2.8, 2013: 2.4, 2014: 2.6, 2015: 2.7, 2016: 2.6, 2017: 2.5, 2018: 2.5, 2019: 3.0

Avg. Senior Leadership over the Years

Review.Date

Avg. Senior.Leadership: 2009: 2.7, 2010: 2.8, 2011: 2.8, 2012: 2.7, 2013: 2.2, 2014: 2.6, 2015: 2.5, 2016: 2.6, 2017: 2.5, 2018: 2.6, 2019: 3.1

Avg. Work Life balance over the Years

Review.Date

Avg. Work.Life.Balance: 2009: 3.0, 2010: 2.8, 2011: 3.9, 2012: 3.8, 2013: 3.2, 2014: 3.6, 2015: 3.5, 2016: 3.3, 2017: 3.3, 2018: 3.2, 2019: 3.7

Avg. Comp & Benefits over the Years

Review.Date

Avg. Compensation...Benefits: 2009: 2.7, 2010: 3.0, 2011: 3.6, 2012: 3.1, 2013: 2.8, 2014: 3.1, 2015: 3.0, 2016: 3.1, 2017: 3.1, 2018: 2.8, 2019: 3.2

Avg. Culture & Value over the Years

Review.Date

Avg. Culture...Values: 2012: 2.5, 2013: 2.8, 2014: 2.9, 2015: 2.9, 2016: 2.9, 2017: 2.9, 2018: 2.9, 2019: 3.6

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Overview – For S&P Platts

Avg. Career Opportunity over the Years

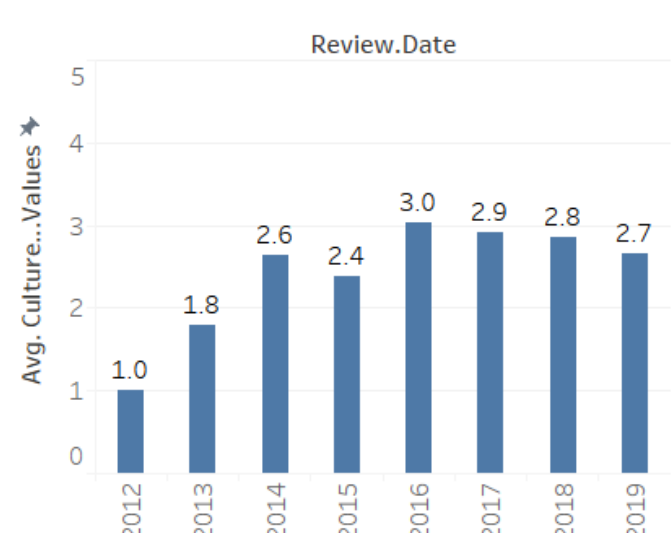**Avg. Senior Leadership over the Years**

Avg. Work Life balance over the Years

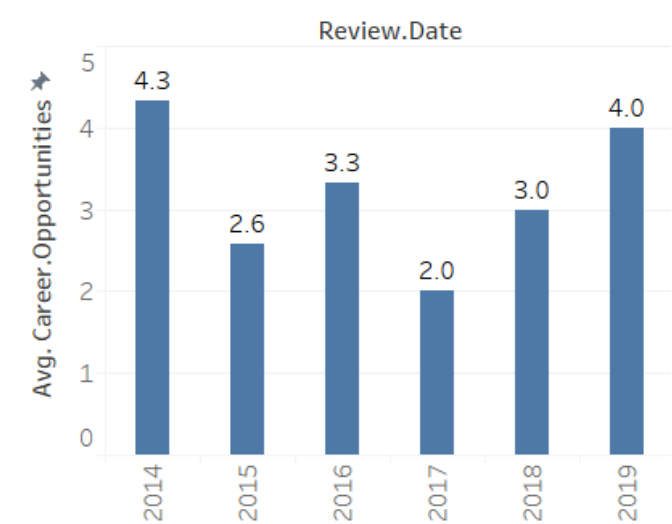**Avg. Comp & Benefits over the Years**

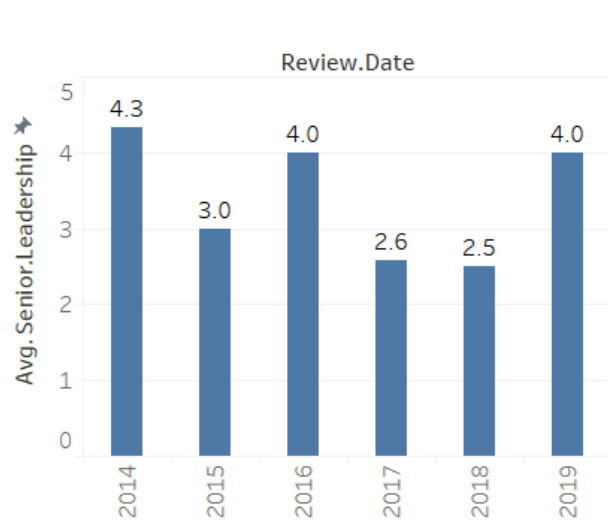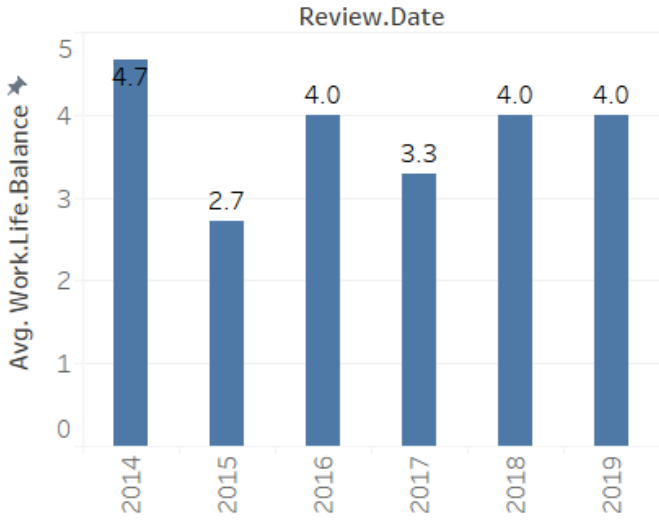
Avg. Culture & Value over the Years

Overview – For S&P DJI

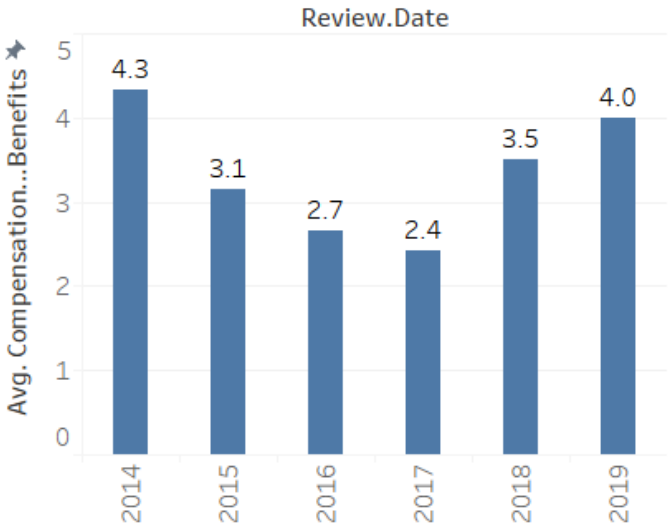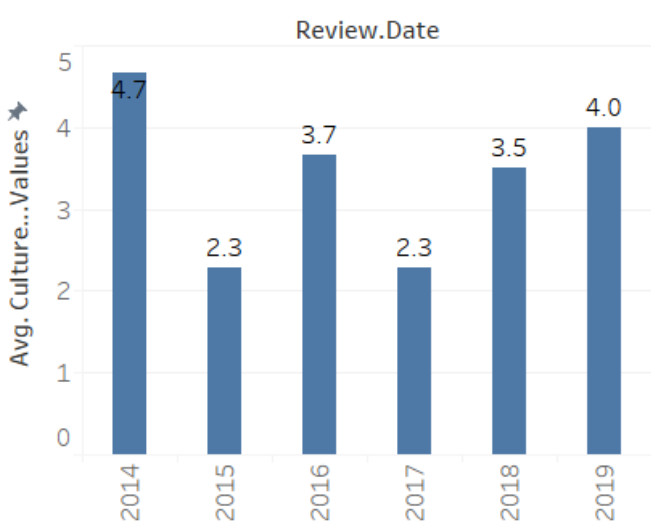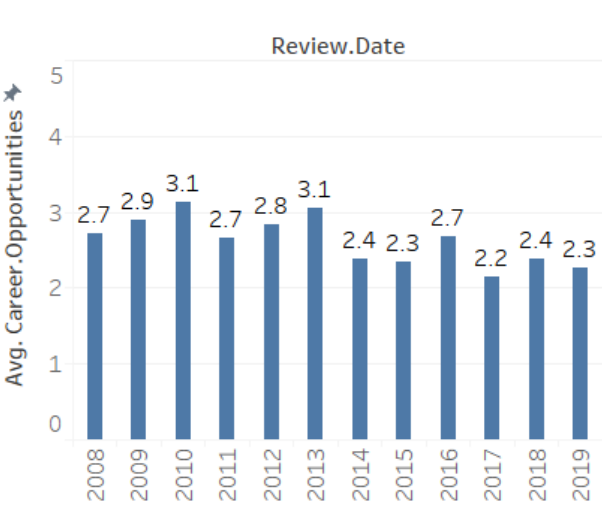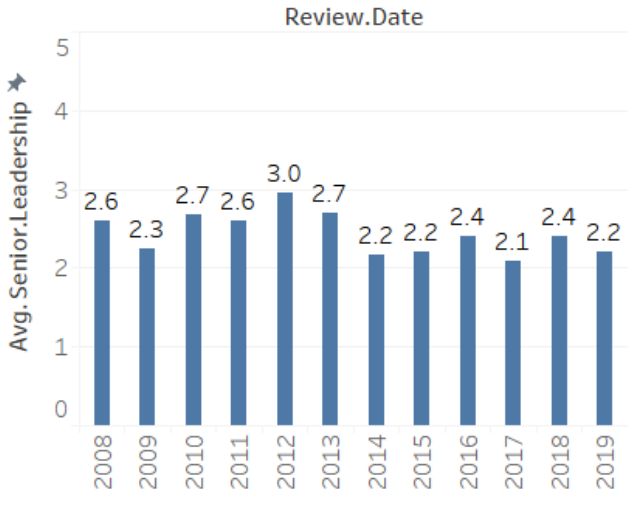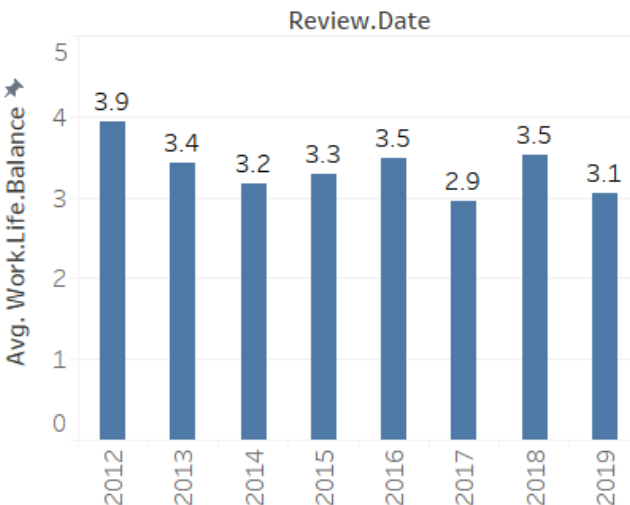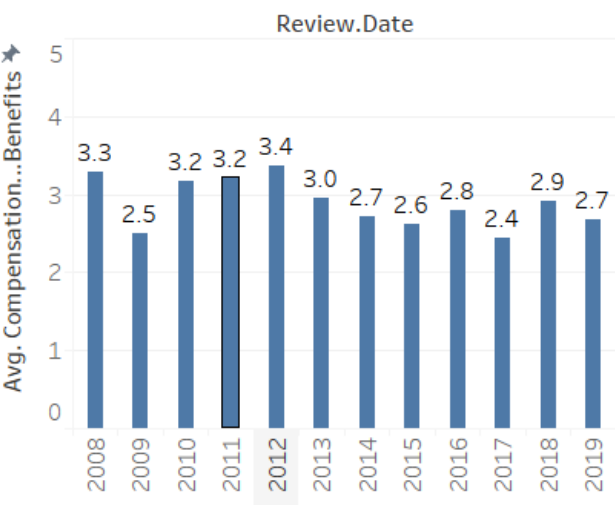**Avg. Career Opportunity over the Years**

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

S&P Global

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Overview – For S&P Ratings

Avg. Career Opportunity over the Years

Review.Date

Avg. Career.Opportunities: 2008: 2.7, 2009: 2.9, 2010: 3.1, 2011: 2.7, 2012: 2.8, 2013: 3.1, 2014: 2.4, 2015: 2.3, 2016: 2.7, 2017: 2.2, 2018: 2.4, 2019: 2.3

Avg. Senior Leadership over the Years

Review.Date

Avg. Senior.Leadership: 2008: 2.6, 2009: 2.3, 2010: 2.7, 2011: 2.6, 2012: 3.0, 2013: 2.7, 2014: 2.2, 2015: 2.2, 2016: 2.4, 2017: 2.1, 2018: 2.4, 2019: 2.2

Avg. Work Life balance over the Years

Review.Date

Avg. Work.Life.Balance: 2012: 3.9, 2013: 3.4, 2014: 3.2, 2015: 3.3, 2016: 3.5, 2017: 2.9, 2018: 3.5, 2019: 3.1

Avg. Comp & Benefits over the Years

Review.Date

Avg. Compensation...Benefits: 2008: 3.3, 2009: 2.5, 2010: 3.2, 2011: 3.2, 2012: 3.4, 2013: 3.0, 2014: 2.7, 2015: 2.6, 2016: 2.8, 2017: 2.4, 2018: 2.9, 2019: 2.7

Avg. Culture & Value over the Years

Review.Date

Avg. Culture...Values: 2012: 2.1, 2013: 3.1, 2014: 2.6, 2015: 2.6, 2016: 2.8, 2017: 2.3, 2018: 3.0, 2019: 2.7

Word Cloud For US

Word Cloud for Pros

Top words in Pros

Word Cloud for Cons

Top words in Cons

Good Words List –

1. Work Life Balance
2. Good Pay
3. Good Culture
4. Great Benefits
5. Interesting Work
6. Work Hours
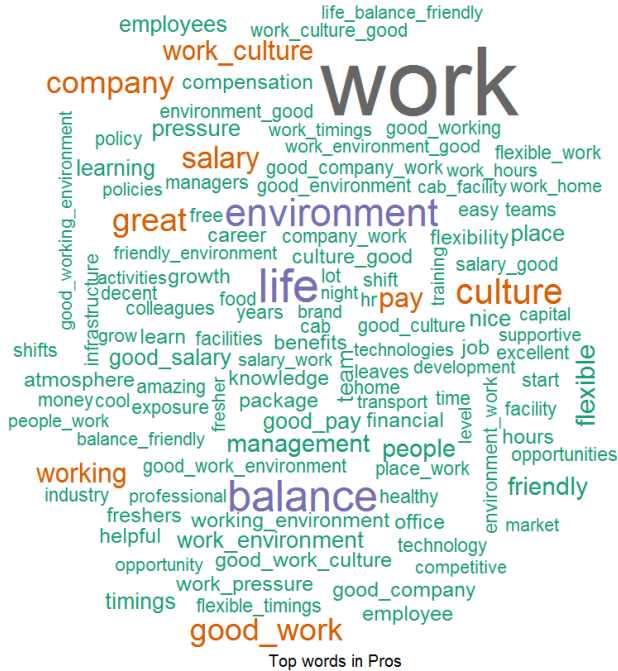
Word List which people don't like –

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

Word Cloud For India

Word Cloud for Pros

Top words in Pros

Word Cloud for Cons

Top words in Cons

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 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 Current Employees

Word Cloud for Pros

Top words in Pros

Word Cloud for Cons

Top words in Cons

Good Words List –

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

Word List which people don't like –

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

Word Cloud For Former Employees

Word Cloud for Pros

Top words in Pros

Word Cloud for Cons

Top words in Cons

Good Words List –

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

Word List which people don't like –

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