



Integra Micro Software Services

Helping customers shorten development lifecycle

Employee Satisfaction Survey (ESS)

16 Mar 2016 to 31 Mar 2016

HRD

Participation

Unit	Total Head Count	Total Feedback Recd.	% Feedback
Sales and BD	8	4	50.00%
Enterprise	25	21	84.00%
Others	10	7	70.00%
Telecom	133	84	63.16%
Total	176	122	69.32%

All Categories sorted on highest ratings

Professional Satisfaction	84%
Policies	79%
Integra's Vision	78%
Internal Communication	76%
Quality System	76%
Accounts	76%
General Satisfaction	76%
Overall Satisfaction Level	76%
Leadership	75%
HR Management	75%
Facilities and Infrastructure	74%
Training	67%

Subjective Feedback - What Employees Like

Timings/Work Culture/Work Environment	24.37%
Reporting Head/Seniors	13.87%
Team/Employees/Colleagues	8.40%
On-time Salary	7.98%
Management/Leadership	7.56%
HR Response/Support	7.14%
Technology and Projects	6.30%
Client Base	4.62%
iBOND/Employee Engagement	3.78%
Career Opportunity/Growth	2.94%
Training	2.94%
Administration and Facility	2.52%
Job Security	2.52%
On Time Appraisals	2.10%
Learning Curve	1.68%
Policies	0.84%
Open Communication	0.42%

Subjective Feedback - What Employees Dislike

Infrastructure (PCs, Hardware, Network, Food, Late night food Etc.)	32.17%
Compensation and Variable pay	22.38%
Policies (Leave, timings, salary date)	6.99%
Open communication and delay in decision making	6.29%
Training and Knowledge sharing	5.59%
Limited in-house projects	5.59%
Recognise and Appreciation	5.59%
Responses to queries	2.80%
Consulting allowance/Reimbursements delay in making payments	2.80%
Employee Engagement	2.10%
Selection of right candidates for assignment	2.10%
Management and Leadership	2.10%
Flexi Timings	1.40%
Appraisal system/Delay in Appraisal	0.70%
Company Branding	0.70%
QMS	0.70%

List of key Suggestions for Improvement received from Integrans



Recommended to periodically conduct \'refresher training sessions\' (technical - Core Java, JSP, Servlet, Android app development basics, IOS app development basics, MySQL, SQLite, PHP etc) in addition to other planned \'training sessions\' which are usually planned and scheduled based on the request received by the training department.

It is advisable to have a news letter published, twice or thrice in a year which will help the employees to understand about the ongoing work areas of the Company. Encourage Employees to share their ideas and adopt those areas where there are promising business opportunity. Exploring new technology areas is essential for any organisation to meet new market demands. Growing in new technologies, while upkeeping our proven areas is essential to keep up the business growth.

Integra typically has PMs and next level is developers. There is a lack of technical / group leaders. This impacts the quality / timeliness of delivery and in turn the business for Integra. This has to be addressed else it will be difficult for us to expect repeat orders.

Communication maintained with the employees deployed at client location can be improved. Instead of excel sheets, portal(like ILTS) is much useful for monthly reports & leaves mails. Encouraging employees deployed in client location for activities happening in Integra premises.

Establishing long-term commitments with the client would help

List of key Suggestions for Improvement received from Integrans



Needs to spend money on training the next level of management resources for better future. Sponsor Talent / personal improvement programs.

Need Faster decisions (Yes / No), Effective use of dashboards and other cloud collaboration tools for real time sharing of information (Google Apps & Google Docs)

When a team is constituted, the role & responsibilities of each in the team inclusive of PM, Architect, Lead + SSE / SE etc are to be clearly defined, informed and the ownership should reside with them. This to be followed in letter and spirit towards the benefit of the team and the organization

At times, our decisions, opinions and judgments are passed offhand based on a prejudice without an open minded logical deliberation on actual data. - No clear feedback/communication from management on what actions were taken by them based on the issues raised during reviews. - Extremely slow in adopting new better practices due to prolonged skeptical deliberation by multiple levels of hierarchy. - Experienced few instances, where redundant/unnecessary meetings, approvals, reviews are being mandated. (Felt these are in place just to conform to an hierarchy and for the sake of the process). - Averse to take collective responsibility for a failure as an organization. A failure is blamed/pinned on an individual which is not completely correct. - At times, observed certain inherent fixed mindset/outlook of organization is making it difficult to implement any positive changes.

We should try to keep best talents in Integra, so that skill should not be matter at any point of time.

ESS -Comparison (Feb 2015 Vs Mar 2016)

	Feb-15	Mar-16
Total Number of employees provided feedback	107	122
Feedback Percentage	64.88%	69.32%
Integra's Vision	76%	78%
Policies	78%	79%
Leadership	73%	75%
Internal Communication	73%	76%
HR Management	71%	75%
Quality System	75%	76%
Facilities and Infrastructure	72%	74%
Training	65%	67%
Accounts	80%	76%
Professional Satifaction	79%	84%
General Satisfaction	76%	76%
Overall Satisfaction Level	74%	76%

Thank You

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