

KNOW YOUR EMPLOYEE ENGAGEMENT SCORE

AN INTERACTIVE WORKSHOP!

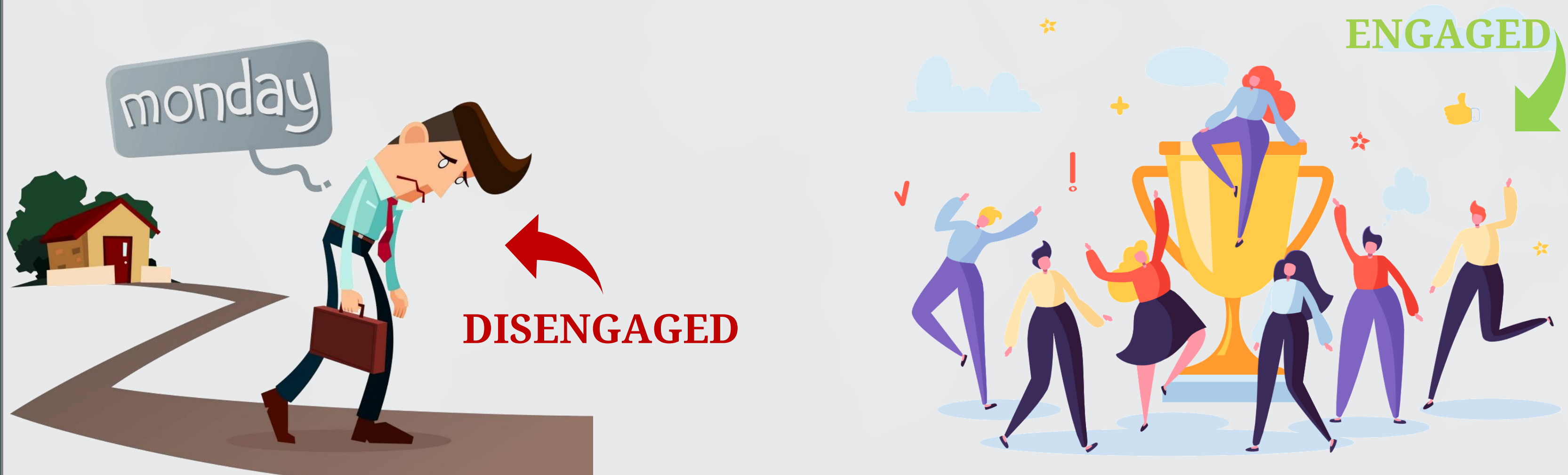
I NEED A VOLUNTEER

Do You Know...

- Analyst Job Satisfaction
- The Likelihood Analysts will Refer Friends and Family
- Daily Analyst Absenteeism
- Annual Analyst Turnover

EMPLOYEE ENGAGEMENT DEFINED

- **Definition:** Employee engagement is a complex set of behaviors driven by numerous service center practices. These include employee recognition, wellness, personal growth, team huddles, and relationships with peers.



THE METRICS, OUTCOMES, AND DRIVERS OF ENGAGEMENT

The Metrics of Engagement

- Job Satisfaction
- Refer Friends and Family
- Absenteeism
- Turnover
- Engagement Scorecard

The Drivers of Engagement

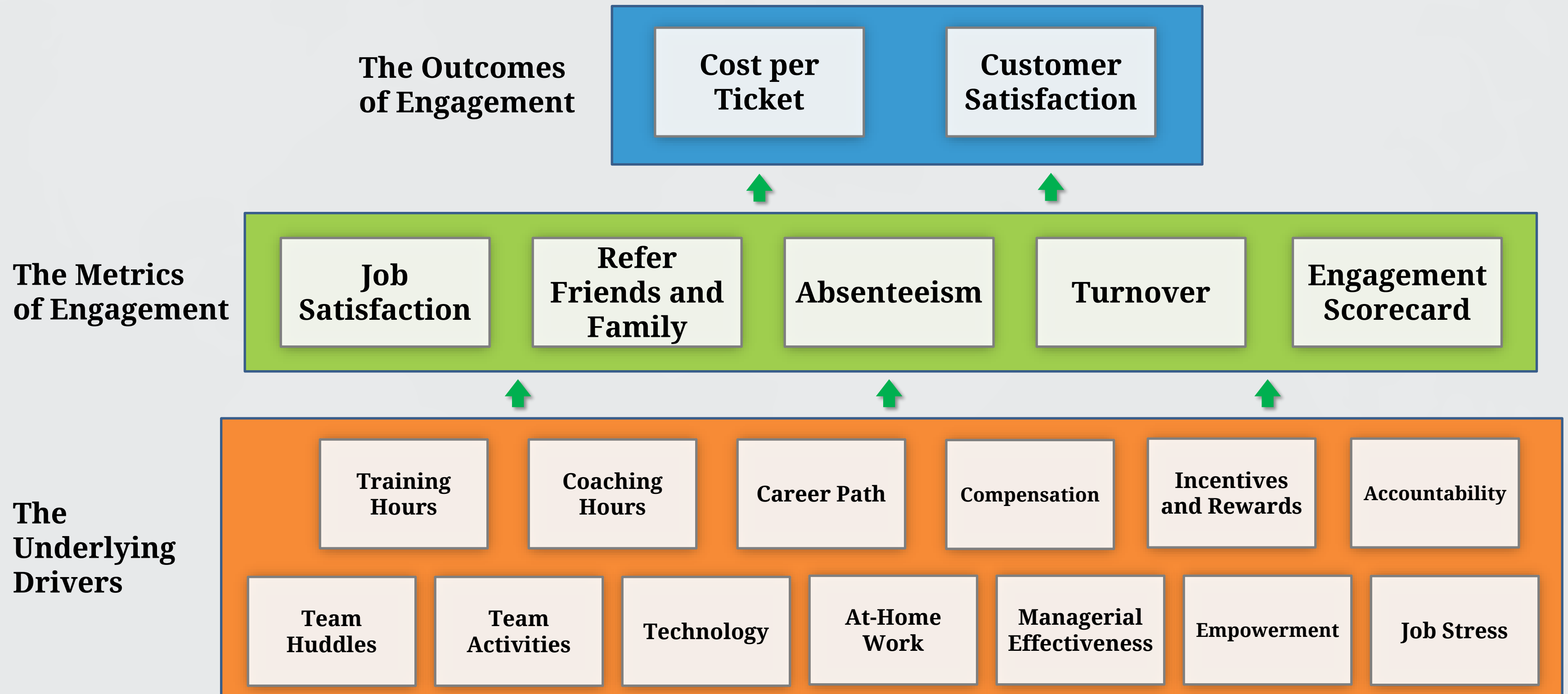
- Training Hours
- Coaching Hours
- Career Path
- Compensation
- Incentives and Rewards
- Accountability
- Team Huddles
- Team Activities
- Technology
- At-Home Work
- Managerial Effectiveness*
- Empowerment*
- Job Stress*

The Outcomes of Engagement

- ↑ Customer Satisfaction
- ↓ Cost per Ticket
- ↑ Job Satisfaction
- ↑ Refer Friends and Family
- ↓ Absenteeism
- ↓ Turnover
- ↑ Engagement Scorecard

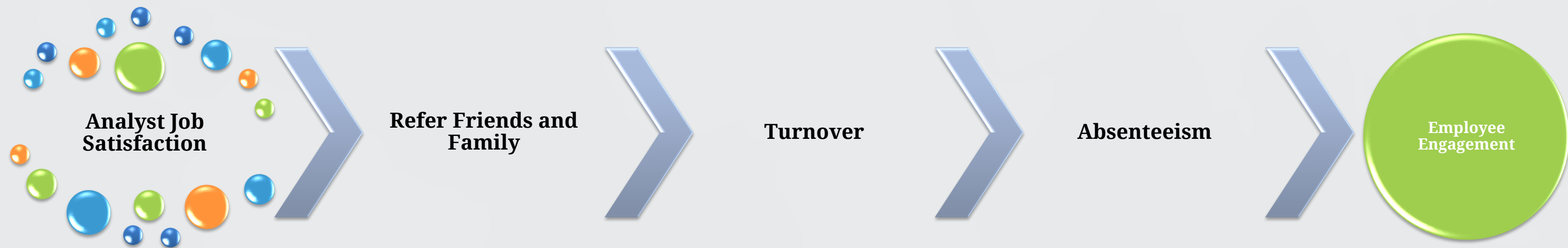
*Not directly measurable

ENGAGEMENT CAUSE AND EFFECT



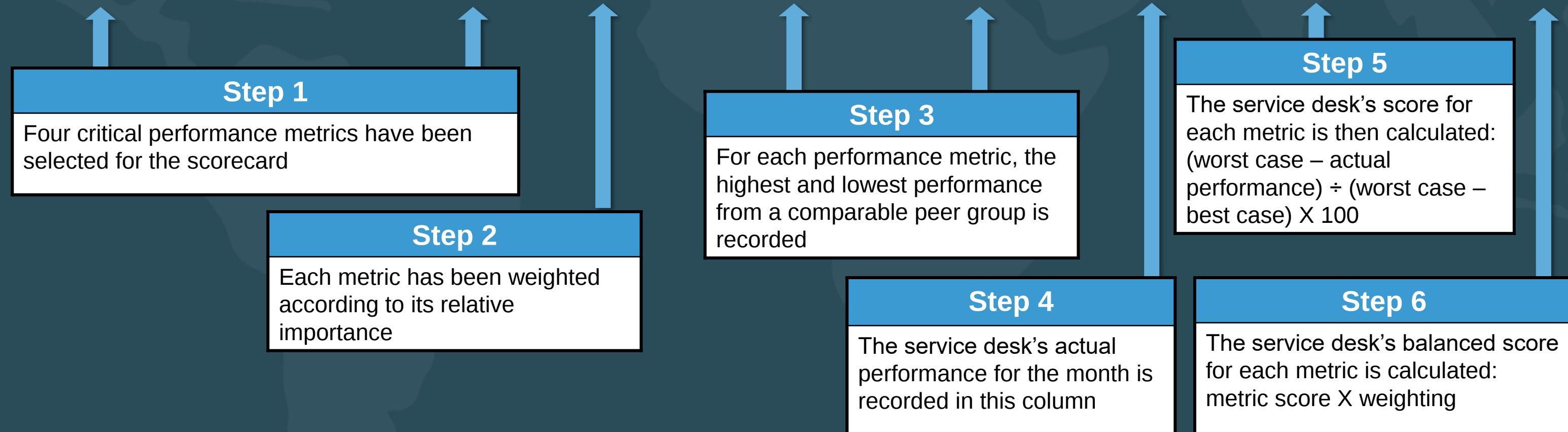
THE DRIVERS OF EMPLOYEE ENGAGEMENT

- There are four critical metrics that drive employee engagement: Analyst Job Satisfaction, the Likelihood the Analyst will Refer Friends and Family, Turnover, and Absenteeism.

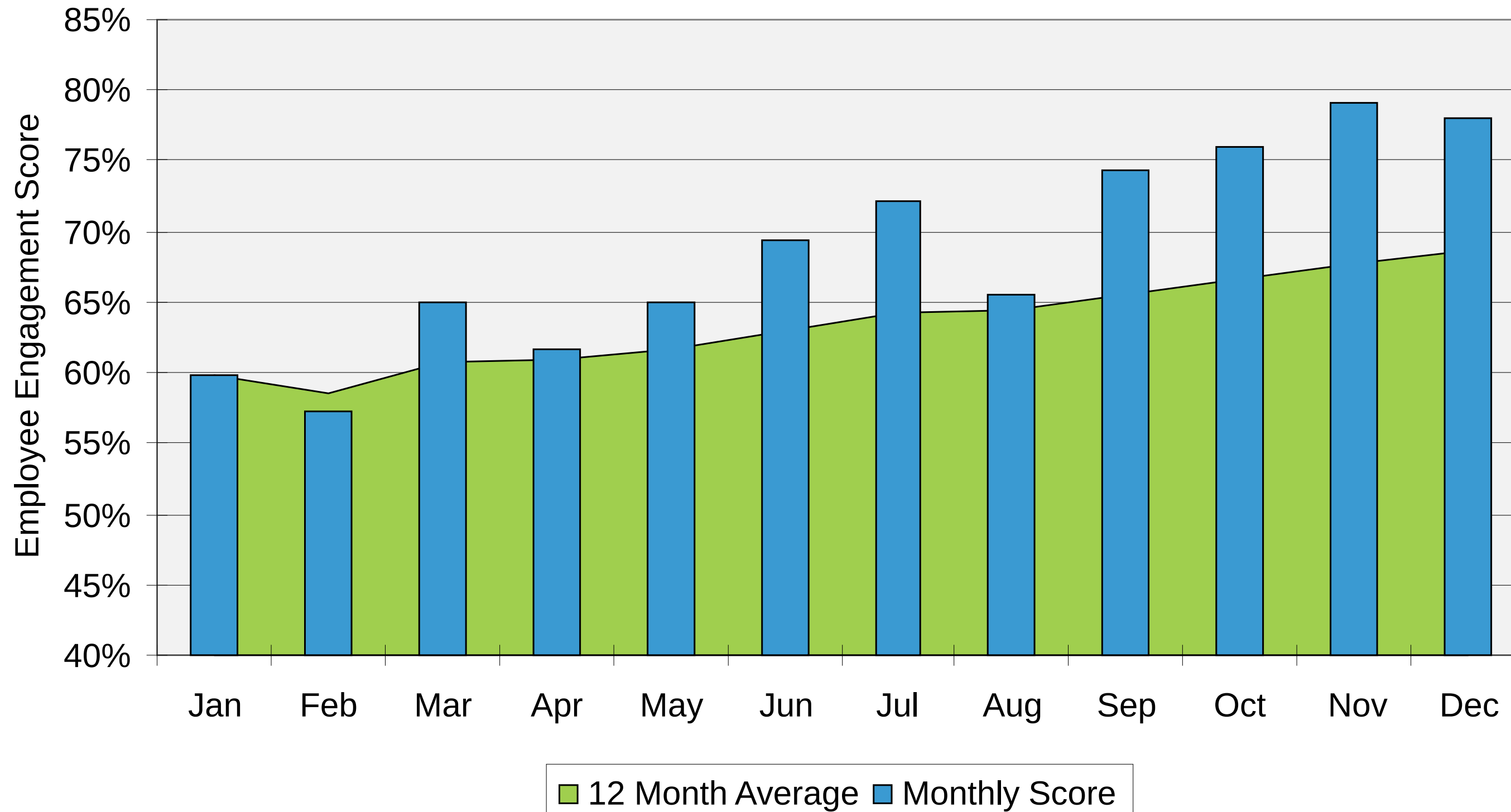


MEASURING EMPLOYEE ENGAGEMENT

Key Performance Indicator (KPI)	KPI Weighting	Performance Range		Your Performance	Metric Score	Balanced Score
		Worst Case	Best Case			
Job Satisfaction	25.0%	1	5	4.0	75.0%	18.8%
Refer Friends and Family	25.0%	1	5	3.2	55.0%	13.8%
Absenteeism	25.0%	20%	0%	10.5%	47.5%	11.9%
Turnover	25.0%	100%	10%	42.6%	63.8%	15.9%
Total	100%	N/A	N/A	N/A	N/A	60.3%

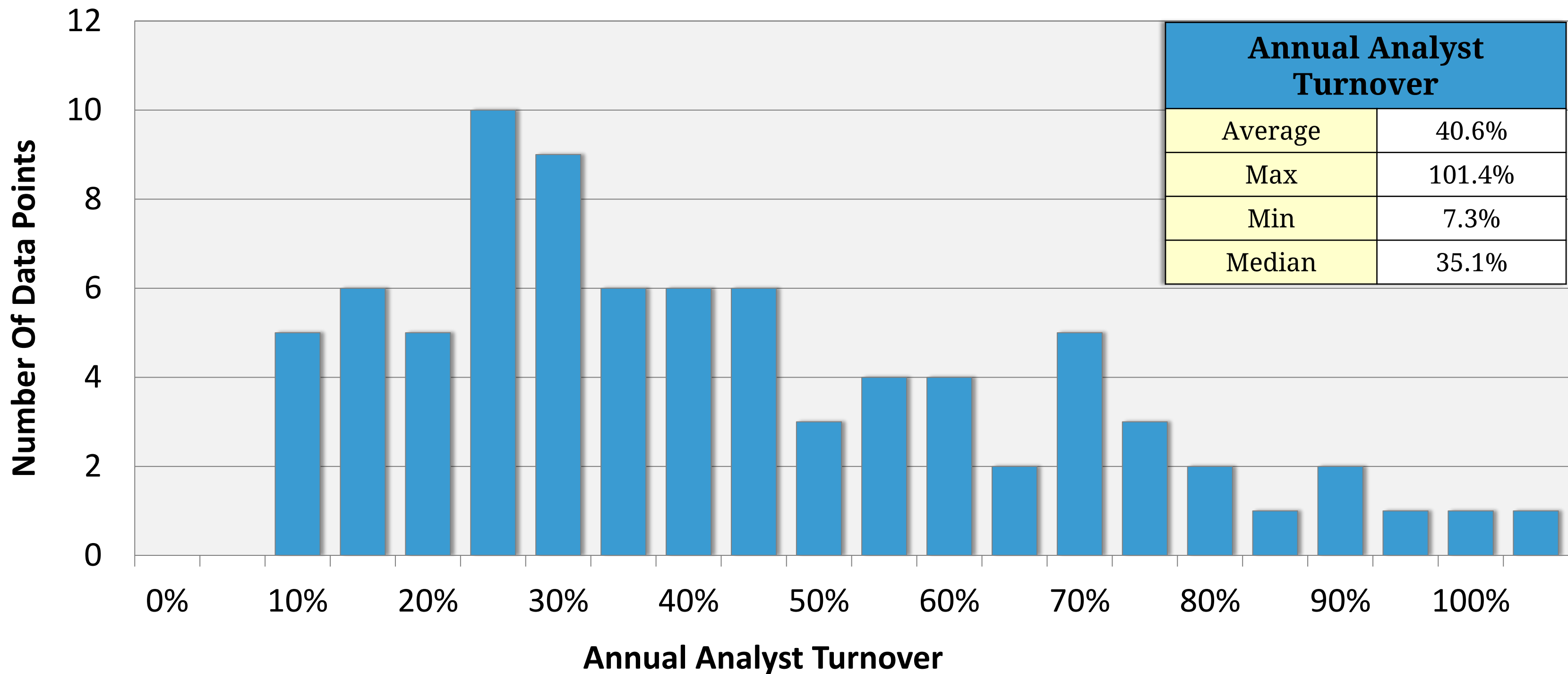


THE SCORECARD CAN BE UPDATED MONTHLY



ANNUAL SERVICE DESK ANALYST TURNOVER

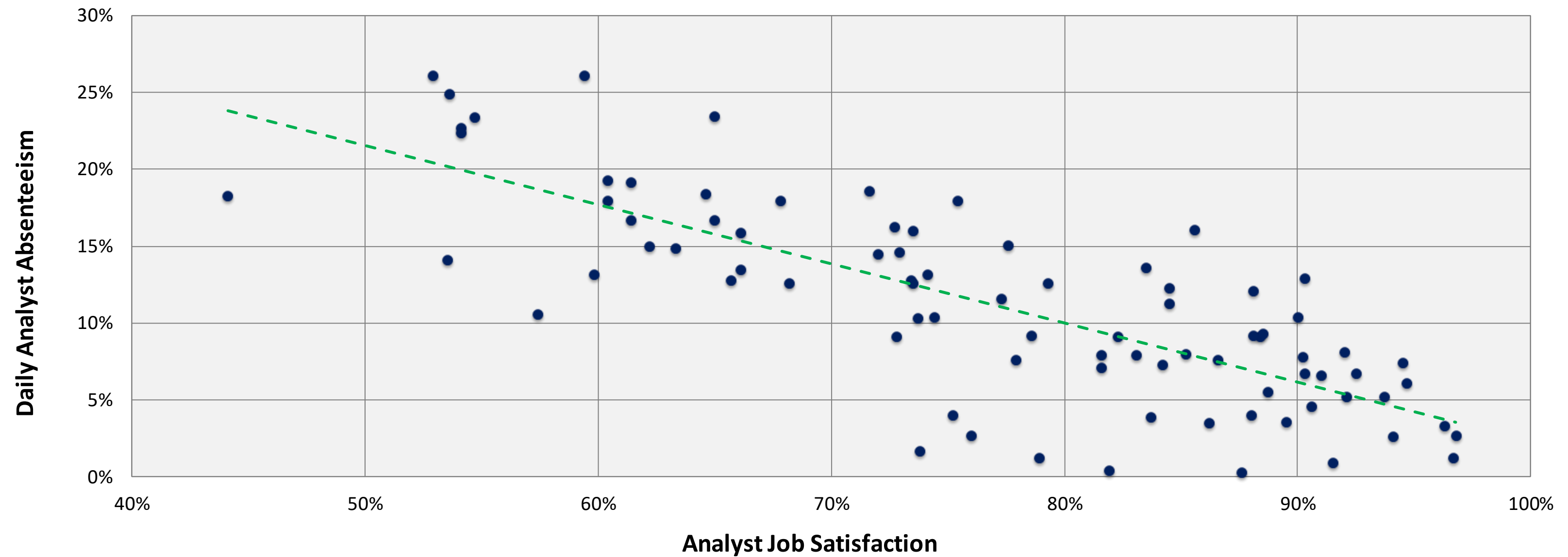
The average service desk analyst stays for just 2 ½ years before moving on.



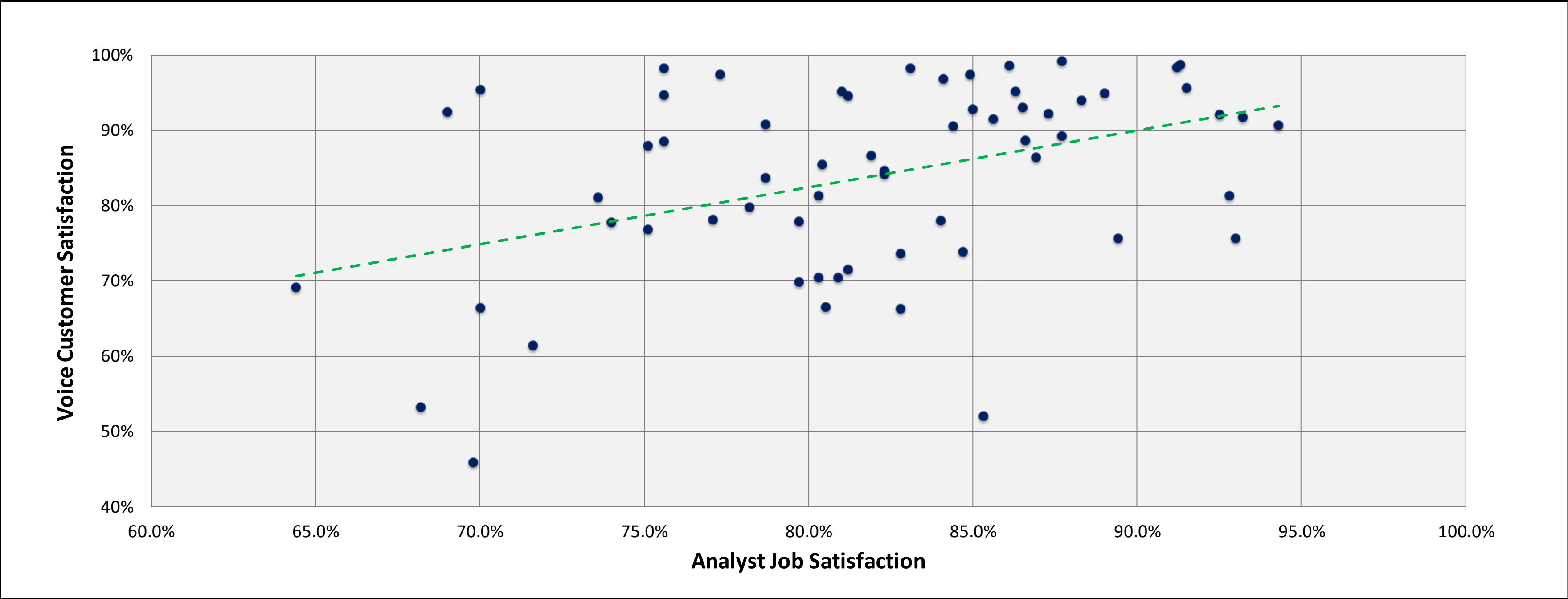
JOB SATISFACTION DRIVES TURNOVER



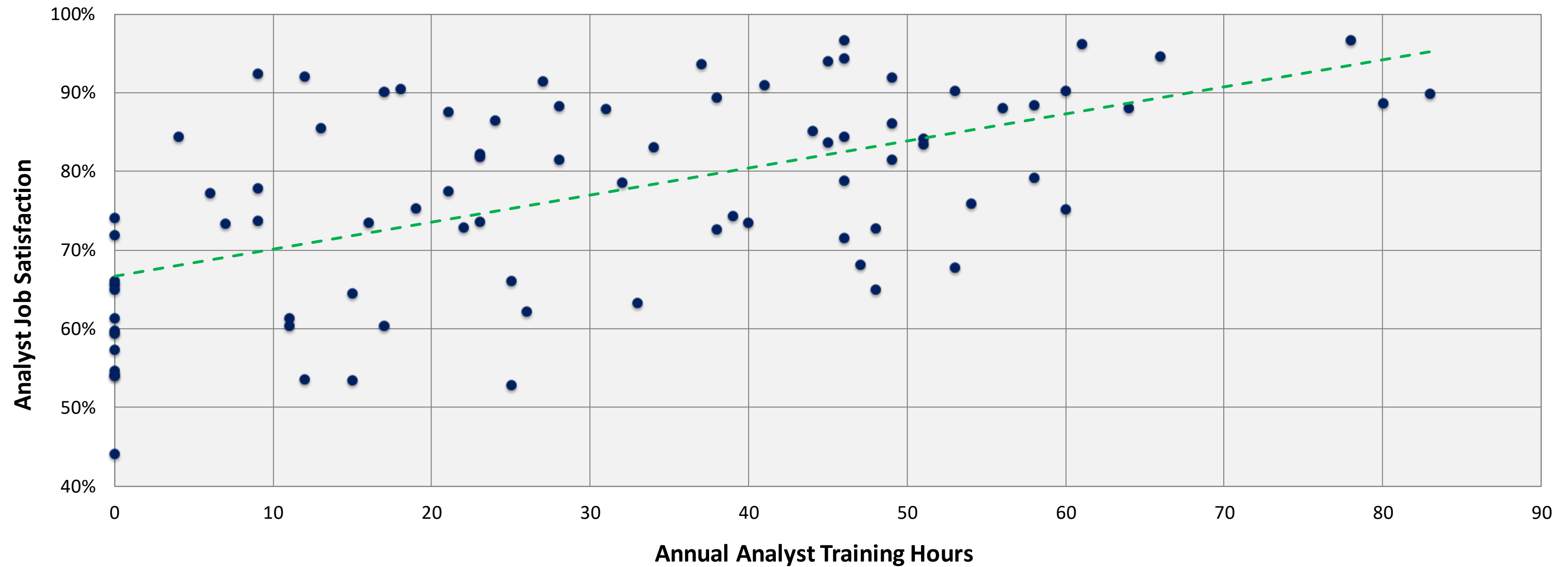
JOB SATISFACTION DRIVES ABSENTEEISM



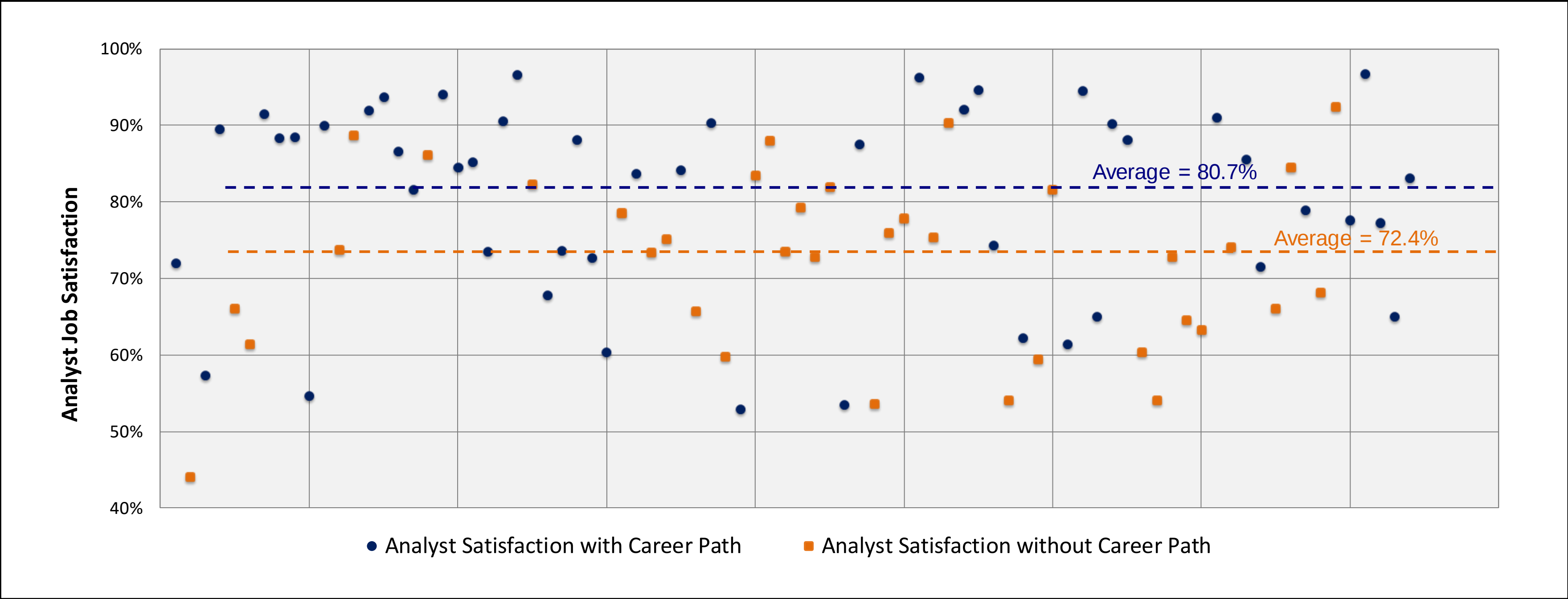
JOB SATISFACTION DRIVES CUSTOMER SATISFACTION



TRAINING HOURS DRIVES JOB SATISFACTION



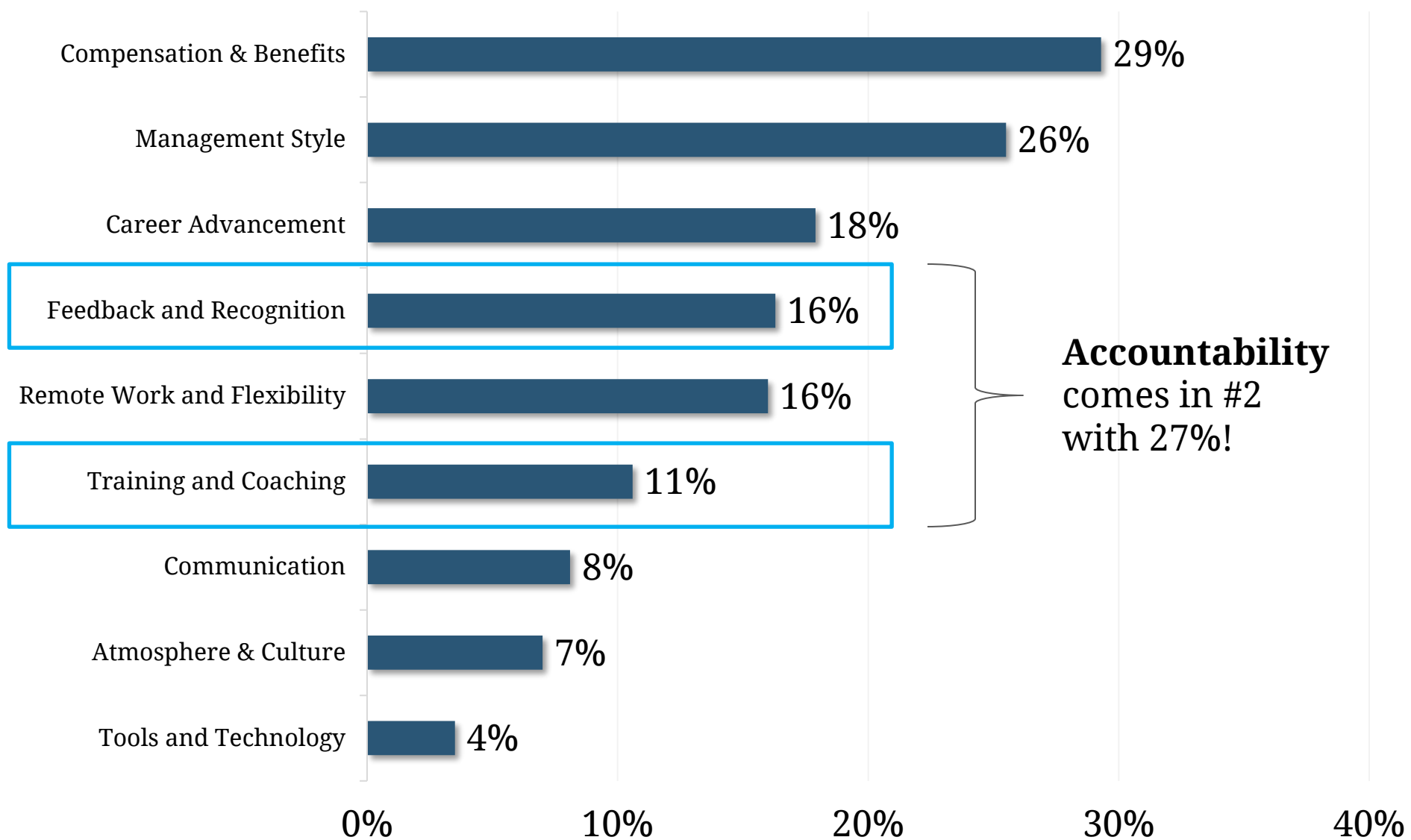
CAREER PATHING DRIVES JOB SATISFACTION



WHAT DRIVES JOB SATISFACTION?

What could or should employers focus on to improve overall job satisfaction?
(Top Answers from Verbatim Quotes)

N=369



What could or should employers focus on to improve overall job satisfaction?
(Top Answers from Verbatim Quotes)

Response	Count	Percentage
Compensation & Benefits	108	29.3%
Management Style	94	25.5%
Career Advancement	66	17.9%
Feedback and Recognition	60	16.3%
Remote Work and Flexibility	59	16.0%
Training and Coaching	39	10.6%
Communication	30	8.1%
Atmosphere & Culture	26	7.0%
Tools and Technology	13	3.5%

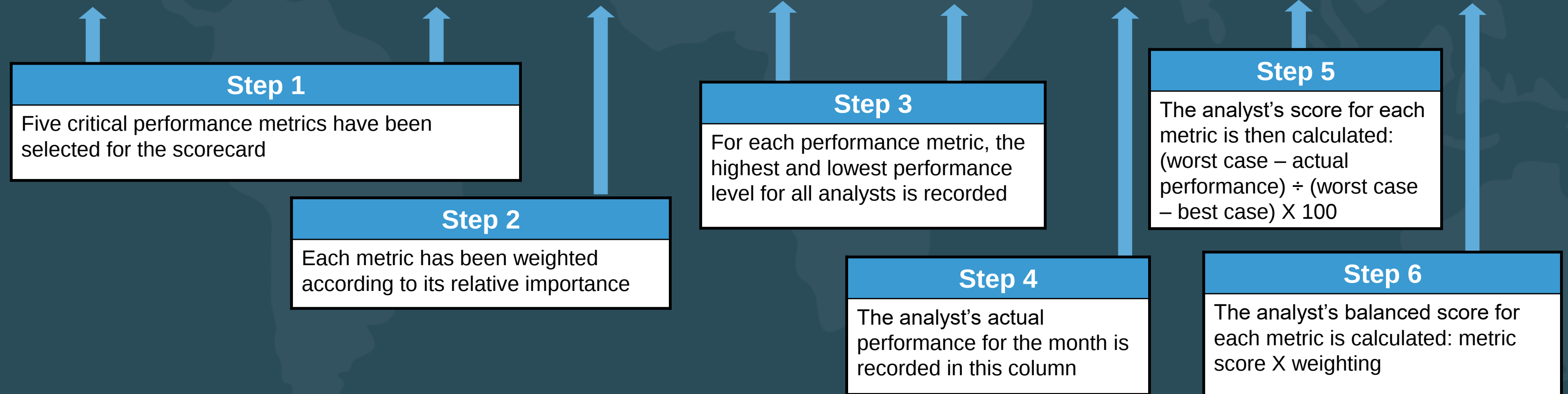
ACCOUNTABILITY AND ANALYST JOB SATISFACTION

Accountability has been positively linked to increased analyst job satisfaction.



CREATING AN ANALYST SCORECARD

Performance Metric	Metric Weighting	Performance Range		Your Score	Metric Score	Balanced Score
		Worst Case	Best Case			
Customer Satisfaction	25.0%	45.9%	99.3%	84.5%	72.3%	18.1%
Contacts per Analyst per Month	25.0%	135	451	451	100.0%	25.0%
Net First Contact Resolution Rate	20.0%	67.3%	96.0%	78.4%	38.7%	7.7%
Schedule Adherence	20.0%	77.9%	98.3%	98.3%	100.0%	20.0%
Call Quality	10.0%	65.8%	99.5%	65.8%	0.0%	0.0%
Total	100.0%	N/A	N/A	N/A	N/A	70.8%



MONTHLY PERFORMANCE RANKINGS

Analyst Number	Monthly Ranking	Monthly Scorecard Performance						Six Month Average
		Sep	Aug	Jul	Jun	May	Apr	
11	1	95.8%	98.0%	97.1%	95.7%	98.3%	97.3%	97.0%
32	2	92.8%	92.1%	90.3%	89.3%	84.6%	92.2%	90.2%
21	3	91.5%	88.5%	83.2%	94.0%	93.7%	93.5%	90.7%
35	4	91.0%	86.8%	85.2%	78.5%	80.5%	68.2%	81.7%
14	5	89.5%	89.1%	90.0%	90.1%	92.3%	92.1%	90.5%
26	6	83.8%	84.4%	90.2%	86.5%	77.8%	63.9%	81.1%
25	7	83.0%	73.6%	81.9%	72.1%	84.8%	87.9%	80.6%
Your Score	8	70.8%	54.1%	56.9%	64.8%	56.7%	51.2%	59.1%
15	9	70.4%	66.6%	53.3%	56.3%	56.6%	39.0%	57.0%
20	10	64.9%	66.5%	70.1%	56.9%	40.9%	72.7%	62.0%
31	11	62.3%	47.4%	22.7%	38.4%	26.0%	93.0%	48.3%
16	12	61.0%	62.8%	54.5%	45.9%	41.7%	62.7%	54.8%
17	13	57.9%	42.1%	32.3%	71.6%	60.3%	60.3%	54.1%
33	14	56.8%	75.5%	64.8%	80.3%	79.7%	73.5%	71.8%
13	15	52.2%	34.9%	61.0%	52.8%	58.9%	48.7%	51.4%
24	16	48.9%	66.7%	86.9%	87.7%	83.6%	74.5%	74.7%
28	17	46.4%	45.5%	19.3%	40.3%	28.8%	32.4%	35.5%
27	18	43.7%	26.5%	31.5%	24.3%	22.2%	17.2%	27.6%
17	19	41.5%	28.4%	50.1%	48.1%	71.1%	81.0%	53.4%
23	20	39.1%	52.3%	57.1%	86.4%	87.7%	88.9%	68.6%
22	21	36.8%	18.7%	19.3%	52.9%	66.4%	64.3%	43.1%
12	22	36.6%	43.2%	33.1%	65.7%	69.0%	86.0%	55.6%
30	23	36.3%	22.6%	23.5%	85.8%	81.5%	70.3%	53.3%
29	24	34.1%	44.9%	50.2%	28.3%	48.9%	36.9%	40.6%
34	25	33.4%	37.9%	23.1%	21.7%	29.7%	22.6%	28.1%
18	26	32.6%	68.4%	80.4%	88.4%	83.8%	91.6%	74.2%
Monthly Average		58.3%	56.8%	56.4%	64.3%	64.3%	66.6%	61.1%

SETTING PERFORMANCE TARGETS

Analyst Performance Metric	Current Analyst Performance	Analyst Performance Target
Customer Satisfaction	84.5%	94.5%
Contacts per Analyst per Month	451	451
Net First Contact Resolution Rate	78.4%	91.1%
Schedule Adherence	98.3%	98.3%
Call Quality	65.8%	96.1%
Analyst Balanced Score	70.8%	93.3%

I NEED A VOLUNTEER

Do You Know...

- Analyst Job Satisfaction
- The Likelihood Analysts will Refer Friends and Family
- Daily Analyst Absenteeism
- Annual Analyst Turnover

DOWNLOADING A SCORECARD TEMPLATE

Initial Scorecard

Alternative scorecard name (for example, "January 2021"):

Key Performance Indicator (KPI)	KPI Weighting	Performance Range		Your Performance	KPI Score	Balanced Score
		Worst Case	Best Case			
Analyst Job Satisfaction	25%	50.0%	95.0%	no data	0.0%	0.0%
Refer Friends and Family	15%	1 - No analysts	5 - Nearly all analysts!	no data	0.0%	0.0%
Average Daily Absenteeism	10%	10.0%	1.0%	no data	0.0%	0.0%
Monthly Analyst Turnover	10%	5.0%	0.5%	no data	0.0%	0.0%
Monthly Coaching Hours per Analyst	10%	0	2	no data	0.0%	0.0%
Monthly Training Hours per Analyst	10%	0	4	no data	0.0%	0.0%
Team Huddles per Month	10%	0	5	no data	0.0%	0.0%
Outside Activities	10%	Never	At least once a month	no data	0.0%	0.0%
Total	100%	N/A	N/A	N/A	N/A	0.0%

Data Record

	Balanced Score
8	77.2%
11	72.4%
2	68.0%
3	67.7%
20	64.6%
13	62.4%
14	61.6%
19	61.3%
12	59.3%
16	58.3%
10	57.2%
7	56.4%
6	51.4%
9	49.2%
4	44.9%
17	44.6%
1	40.0%
18	36.5%
5	29.3%
15	20.6%
0	0.0%

Quartiles

(Best) 1	62.4% to 77.2%
2	56.4% to 62.4%
3	44.6% to 56.4%
(Worst) 4	0.0% to 44.6%

Key Statistics

High	77.2%
Average	51.3%
Median	56.4%
Low	0.0%

KPI	Balanced Score
Analyst Job Satisfaction	77.2%
Refer Friends and Family	72.4%
Average Daily Absenteeism	68.0%
Monthly Analyst Turnover	67.7%
Monthly Coaching Hours per Analyst	64.6%
Monthly Training Hours per Analyst	62.4%
Team Huddles per Month	61.6%
Outside Activities	61.3%
Outside Activities	59.3%
Outside Activities	58.3%
Outside Activities	57.2%
Outside Activities	56.4%
Outside Activities	51.4%
Outside Activities	49.2%
Outside Activities	44.9%
Outside Activities	44.6%
Outside Activities	40.0%
Outside Activities	36.5%
Outside Activities	29.3%
Outside Activities	20.6%
Outside Activities	0.0%

Service Desk

Please note: This calculator is a workshop version. For the complete 18-month version with month over month trends for each KPI and the balanced score, please visit MetricNet.com/AnalystEngagement!

Definitions

Your Data Entry

Initial Scorecard

SUMMARY OF EMPLOYEE ENGAGEMENT DRIVERS



A dark blue background with a faint, stylized world map showing the continents in a slightly lighter shade of blue.

QUESTIONS?

A dark blue background with a faint, stylized world map showing the continents in a slightly lighter shade of blue.

THANK YOU!



ABOUT METRICNET

COMPETITIVE DIFFERENTIATORS

MetricNet offers a portfolio of competitive differentiators including those listed below.

CREDIBILITY AND EXPERIENCE

MetricNet has conducted benchmarks and assessments for more than half of the Global 2000.

BENCHMARKING DATABASE

MetricNet has the largest database of process and performance indicators in the industry.

OBJECTIVITY

MetricNet's clients receive objective recommendations that are free from any vendor bias.



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MEET SOME OF OUR CLIENTS



A dark blue background featuring a faint, stylized world map. The continents are outlined in a slightly lighter shade of blue, creating a subtle pattern across the entire slide.

THANK YOU!