

Overview

From 400 responses across 8 teams.

400

responses

+6

eNPS

6

rating questions

197

left a comment

By team

eNPS and every rating question's mean (% favourable), by team.

TEAM	RESPONSES	ENPS	MANAGER SUPPORT (1-5)	CAREER GROWTH (1-5)	WORKLOAD (1-5)	RECOGNITION (1-5)	TOOLS AND SYSTEMS (1-5)	COMMUNICATION FROM LEADERSHIP (1-5)
Clinical	55	+16	3.7 (67%)	3.2 (36%)	2.7 (11%)	3.1 (20%)	3.8 (65%)	3.5 (55%)
Commercial	55	+18	3.7 (64%)	3.5 (51%)	2.7 (9%)	3.1 (29%)	3.6 (53%)	3.3 (36%)
Manufacturing	60	-32	3.8 (63%)	3.3 (37%)	2.2 (5%)	3.0 (22%)	3.5 (52%)	3.4 (43%)
Quality	55	+9	3.7 (60%)	3.2 (35%)	2.6 (11%)	3.1 (31%)	3.5 (55%)	3.5 (51%)
R&D	58	+36	3.6 (55%)	3.3 (38%)	2.7 (12%)	3.1 (26%)	3.7 (57%)	3.4 (45%)
Regulatory	55	+4	3.9 (73%)	3.5 (51%)	2.7 (15%)	3.0 (27%)	3.7 (56%)	3.4 (40%)
Supply Chain	58	-5	3.7 (64%)	3.2 (38%)	2.7 (16%)	3.1 (26%)	3.4 (47%)	3.3 (33%)

1 team too few to show (under 5 responses).

Lowest-scoring questions

Every rating question, lowest mean first.



Comment themes

Counted by keyword only. No name is ever shown.

THEME	MENTIONS	EXAMPLE COMMENTS
Workload	47	Too much overtime lately, we need more hands. My manager is supportive and gives clear feedback. · I wish compensation matched the workload we carry.
Communication	46	Communication from leadership could be clearer. · Communication from leadership could be clearer.
Growth	41	There is no clear path to grow here. · There is no clear path to grow here.
Culture	37	Our tools are outdated and slow us down. I like the culture on this team, people help each other. · Town halls have improved how updates reach us. I like the culture on this team, people help each other.
Manager	33	Too much overtime lately, we need more hands. My manager is supportive and gives clear feedback. · My manager is supportive and gives clear feedback.
Pay	30	I wish compensation matched the workload we carry. · Pay feels behind the market for this role. There is no clear path to grow here.
Tools	22	The new system made reporting much easier. · Our tools are outdated and slow us down.
Recognition	17	A simple thank you would go a long way. · Communication from leadership could be clearer. A simple thank you would go a long way.

Definitions

How every number in this report is worked out.

TERM	DEFINITION
eNPS	Share of responses that are promoters (9 or 10) minus share that are detractors (0–6), as a whole number from –100 to 100. Passives (7–8) count toward the base but not toward either side.
Mean	Average of a rating question's numeric answers (1–5). Blank or unreadable answers are left out.
% favourable	Share of a rating question's answers that are 4 or 5.
Too few to show	A team with fewer than 5 responses. Shown in the response count, left out of every by-team table so one or two people's answers are never singled out.
Comment theme	A comment counts toward a theme when it contains one of that theme's words (pay, manager, growth, workload, recognition, tools, culture, communication, and close variants). Counting only — no model, no names.