



eNPS Questionnaire

Surveys Made Easy

As important as revenue, as critical as customer retention, as gratifying as customer satisfaction, there is one other metric that is key to the growth of an organization. Nay...not just a metric. It is much more than what mere numbers can measure and indicate. What or who is key to the growth of an organization? More than revenue or customer satisfaction or customer retention, it is the PEOPLE. In other words, it is the employees who make up the culture of an organization. The ones who will raise up to the occasion no matter what and give the organization their all. They are fuel to an organization's success.

But what is it that will keep them going? What is the experience that every employee looks for and expects from the organization? How do we/should we/can we keep a score of their experience?

An Employee Net Promoter Score, is an NPS with a difference. Especially if done with strategic consistency throughout an employee's journey in an organization.

Here's a Cheatsheet on some interesting eNPS questions that will not only give you a score but also actionable insights that could just be the building blocks you will need to build a great employee experience and culture.



eNPS Questionnaire

Surveys Made Easy

1. I am thrilled to be part of <Company Name>
2. I had a great recruitment/onboarding experience at <Company Name>
3. I look forward to working with my future team at <Company Name>
4. I have a clear roadmap of my growth at <Company Name>
5. My manager motivates me to learn and work better with every task
6. I am learning something new with every task assigned to me at <Company Name>
7. I see myself growing and evolving with this <Company Name>
8. My company regularly updates me on the policy changes and announcements
9. I am clear and am aligned well with my company's vision and culture
10. I am well equipped with all the learning and development tools to excel at my tasks
11. My manager is supportive of newer and innovative ideas that I bring to the project
12. I am regularly and consistently appreciated and recognized for my work
13. In my organization, my voice is not only heard but also listened to and acted upon (when necessary)
14. There are ample platforms in my organization to voice my thoughts and opinions freely and without fear of bias or judgment
15. I would happily recommend my friends to join me as colleagues at <Company Name>



eNPS Questionnaire

Surveys Made Easy

Keep some of them open-ended: Sometimes, just a score or a number doesn't capture the essence of an employee's thoughts and feelings. So, it is also advisable to include some open-ended questions so they can freely voice out their thoughts. Here are some examples:

1. 2020 was a unique year. What do you think we did well on as a company in 2020?
2. What can we improve upon for future years? OR How can we improve your experience with the company in the future?
3. What can or should we do to WOW you to stay with the company and build a long-term career?
4. What do you like the most or least about the company?
5. What you like the most or least about the function or team that you are part of?



eNPS Questionnaire

Surveys Made Easy

Berry is a digital personality that you employ to measure and improve employee happiness – who can interact, interpret and drive accountability using actionable patterns that she learns.

Berry is installed into your internal communication channels or available as a web application. She has active conversations with your employees, managers, and leaders using natural language and drives accountability to mould the state of your organization based on positives, improvement areas, and ideas that are extracted using machine learning.

[Learn More About Berry's eNPS Solutions](#)