

## Economic Engagement Benchmarking Questions (Research w/ Harvard Business School)

### Economic Understanding

**All individual data will be kept confidential.**

1. Our work groups have measurable goals that define success for the year.

- Yes, always
- Yes, some of them
- No

2. Employees understand these metrics and goals and how they link to overall business results.

- Yes, nearly everybody
- Yes, many employees
- No, not many

3. Employees help to create their work group's goals.

- Yes, always
- Yes, some of them
- No

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Sharing Economic Performance

4. Work groups publicly track their progress against these goals from week to week or month to month.

- Yes, always
- Yes, some of them
- No

5. We share business results, including financial data, with all our employees.

- Yes, monthly or quarterly
- Yes, annually
- No

6. We are open to sharing more financial information with our employees.

- Yes
- No

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### Compensation

7. We pay performance based compensation such as bonuses to all or nearly all of our employees, which increase with increasing performance.

- Yes
- No, only some employees
- No

8. Our employees understand how their performance drives incentive compensation such as bonuses

- Yes, nearly all
- Yes, many
- No, not many
- N.A.

9. Our employees receive some of their compensation in company stock in addition to (or instead of) cash bonuses.

- Yes
- No, only some employees
- No

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Employee Engagement

10. What was your employee turnover % during the last 12 months (voluntary and involuntary combined)?

11. Employee teams are consistently involved in efforts to improve products, services, or processes.

- Yes, most of them
- Yes, some of them
- No

12. Employees regularly discuss the performance of the business with their manager.

- Yes, daily to weekly
- Yes, monthly to annually
- No

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Customer Engagement

13. Our company measures customer satisfaction and engagement with formal tools such as Net Promoter Score.

- Yes
- No

14. Our company follows up with customers to understand what they really value in our products or services.

- Yes, regularly
- Yes, some of the time
- No

15. Our company seeks input from customers on new products, features, or services.

- Yes, regularly
- Yes, some of the time
- No

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Company Data

16. Please provide the following information for your company:

Annual profit growth  
% from 2017 through  
2019

Annual profit growth  
% from 2017 through  
2021

Number of full-time  
employees (2021 only)

Country/Region



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Follow-up Service Offers

17. If you would like to get a report comparing your company to the average and top performers, please provide:

<b>Name</b>	<input type="text"/>
<b>Company</b>	<input type="text"/>
<b>Email Address</b>	<input type="text"/>
<b>Phone Number</b>	<input type="text"/>

Thanks for your input. We look forward to sharing the results with you.