

FBR's Employee Engagement Survey will contain 24 questions to help measure employee satisfaction, engagement, alignment, self-assessment, manager performance, culture, leadership, and core. Additionally, the survey will capture employee demographics of role, tenure, and compensation to allow for reporting breakouts on these criteria and benchmarking against the franchise industry.

Satisfaction My job and the work that I do is rewarding and satisfying.
I receive the support I need to do my job well.
I am compensated fairly for my position.

Engagement I enjoy the relationships I have with my co-workers.
I feel positive about work most days.
I am proud of the work that I do.

Alignment I understand my company's goals, vision, and values.
My role and responsibilities are clear to me.
I have defined goals and clear measures for my performance.

Self-Assessment My skills and experience are a good fit for my job.
I see a long-term growth opportunity for my career at my company.
How would you rate YOUR overall job performance?

Manager My manager is professional, positive, and effective.
My manager values my ideas and feedback.
My manager cares about my success.

Culture My company has a strong, positive culture.
I feel comfortable and respected at work.
My contributions and ideas are valued.

Leadership Our senior management team is professional, respectful, and fair.
Our senior management team communicates clearly and openly.
Our senior management team is effective in driving the company forward.

Core My company is a great place to work.
I am optimistic about the future success of my company.
I would recommend my company to a friend or colleague?

FBR Analytics - Scorecard Report

2018 Employee Satisfaction Survey

Location: **Home Office (Sample Survey Scorecard)**

Overall Score Benchmark Variance Responses

85	81	5%	74
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Questions:	Category:	Score	Benchmark	Variance	Responses
My job and the work that I do is rewarding and satisfying.	Satisfaction	87	81	7%	74
I receive the support I need to do my job well.	Satisfaction	92	85	8%	74
I am compensated fairly for my position.	Satisfaction	88	78	13%	74
I enjoy the relationships I have with my co-workers.	Engagement	88	82	8%	74
I feel positive about work most days.	Engagement	88	79	12%	74
I am proud of the work that I do.	Engagement	92	87	6%	74
I understand my company's goals, vision, and values.	Alignment	81	82	-2%	74
My role and responsibilities are clear to me.	Alignment	80	72	11%	74
I have defined goals and clear measures for my performance.	Alignment	83	80	4%	74
My skills and experience are a good fit for my job.	Self-Assessment	91	90	1%	74
I see a long-term growth opportunity for my career at my company.	Self-Assessment	87	79	10%	73
How would you rate YOUR overall job performance?	Self-Assessment	70	72	-3%	73
My manager is professional, positive, and effective.	Manager	91	88	3%	72
My manager values my ideas and feedback.	Manager	72	76	-5%	74
My manager cares about my success.	Manager	81	80	1%	74
My company has a strong, positive culture.	Culture	86	78	10%	72
I feel comfortable and respected at work.	Culture	87	80	9%	72
My contributions and ideas are valued.	Culture	84	81	4%	74
Our senior management team is professional, respectful, and fair.	Leadership	88	83	6%	74
Our senior management team communicates clearly and openly.	Leadership	89	79	13%	74
Our senior management team is effective in driving the company forward.	Leadership	88	81	9%	74
My company is a great place to work.	Core	84	83	1%	74
I am optimistic about the future success of my company.	Core	82	80	3%	74
I would recommend my company to a friend or colleague?	Core	84	81	4%	74

About FBR's Employee Satisfaction Index Survey

FBR's Employee Satisfaction Index (ESI) Survey contains 24 questions to help measure employee satisfaction, engagement, alignment, self-assessment, manager performance, leadership, culture, and overall core satisfaction with the brand. These 24 question include...

Satisfaction

My job and the work that I do is rewarding and satisfying.
I receive the support I need to do my job well.
I am compensated fairly for my position.

Engagement

I enjoy the relationships I have with my co-workers.
I feel positive about work most days.
I am proud of the work that I do.

Alignment

I understand my company's goals, vision, and values.
My role and responsibilities are clear to me.
I have defined goals and clear measures for my performance.

Self-Assessment

My skills and experience are a good fit for my job.
I see a long-term growth opportunity for my career at my company.
How would you rate YOUR overall job performance?

Manager

My manager is professional, positive, and effective.
My manager values my ideas and feedback.
My manager cares about my success.

Leadership

Our senior management team is professional, respectful, and fair.
Our senior management team communicates clearly and openly.
Our senior management team is effective in driving our company forward.

Culture

My company has a strong, positive culture.
I feel comfortable and respected at work.
My contributions and ideas are valued.

Core

My company is a great place to work.
I am optimistic about the future success of my company.
I would recommend my company to a friend or colleague?

Understand Your Results

The 24 benchmark ESI questions were asked using a 5-point scale of Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree. Each survey response could receive 0 to 100 points, with "Strongly Agree" = 100, "Agree" = 75, "Neutral" = 50, "Disagree" = 25, and "Strongly Disagree" = 0. Each of the ESI questions received an overall score of 0 to 100 based on the average of all responses.

This scorecard shows each location's results benchmarked against industry data from other franchise compaines. Across the top of the scorecard, the Overall Score is your average score for each of the 24 ESI questions. The Benchmark represents the average gathered from other franchise companies. The Variance indicates the percentage difference between your score and the benchmark. Variances of +/- 5% are considered meaningful, while a variance of +/- 10% or greater is statistically significant. Positive variances of 5% or more will be highlighted in green, while negative variances of 5% or more will be highlighted in red. Responses indicates the number of employees that completed a survey.