



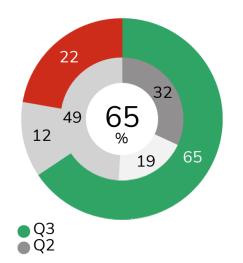


# TCC ONLINE - PULSE

Q3 Result

# SUMMARY

### IDENTIFICATION

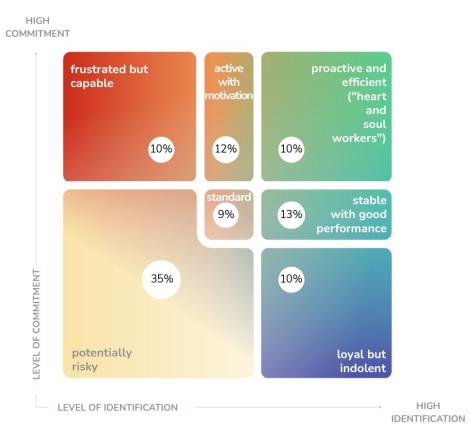


# COMMITMENT

COMMITMENT proactive and efficient ("heart frustrated but active with otivatio capable an sou 7% 8% 46% stable with good performance 6% 12% 6% 14% Р loyal but indolent potentially risky LEVEL OF IDENTIFICATION

HIGH





### Historical comparison - Q2

HIGH IDENTIFICATION

### **RESULTS FOR INDIVIDUAL CATEGORIES**

Atmosphere

Commitment

Identification

Satisfaction



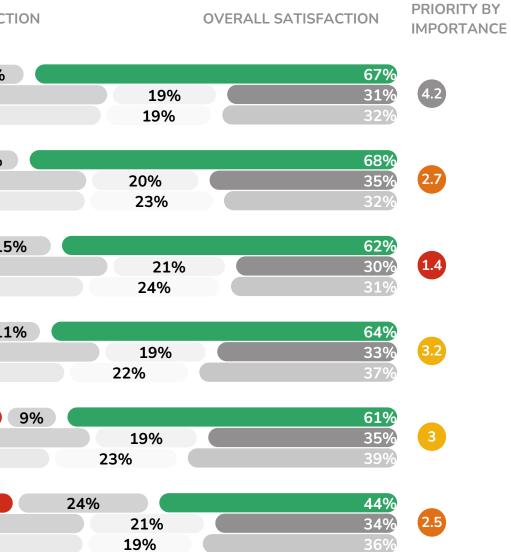
### **OVERALL DISSATISFACTION OVERALL SATISFACTION** 12% 68% 20% 35% 32% 46% 20% Q2 23% 45% Q1 12% 62% 27% 48% 42% 32% 35% 20% Q2 23% Q1 12% 65% 22% 49% 19% 32% Q2 21% 34% 45% Q1 24% 44% 32% 34% 36% 45% 21% Q2 45% 19% Q1

# **SUMMARY** QUESTIONS WITH THE GREATEST IMPROVEMENT COMPARED TO THE REFERENCE (EMPLOYEE SURVEY - SAMPLE QUESTIONNAIRE)

### OVERALL DISSATISFACTION

		20%	13%
I did not consider leaving the company over the last year.	Q2	49%	
	Q1	48%	
		20%	12%
In the last three months, I have felt good at work.	Q2	46%	
	Q1	45%	
		23%	15%
l enjoy my job, it's a positive work experience for me.	Q2	50%	1370
	Q1	45%	
		40 /0	
		25%	11%
I would stay with the company even if I received a comparable offer from another company.	Q2	48%	1170
r would stay with the company even in received a comparable oner nom another company.	Q1	48 <i>%</i>	
	Q ±	4270	
l did something extra over the last month and in doing so supported the success of the	02	30%	9%
company.	Q2	46%	
	Q1	39%	
	0.0	32%	
Overall, I am satisfied with my job.	Q2	45%	
	Q1	45%	





# SURVEY PARTICIPATION RETURN RATE AND PARTICIPANT REPRESENTATION

In the chapter about return rate, the percent values show the return rate of the total number of addressed respondents, in:

- total (including supplementary information about the ratio of representation of individual categories in the total)
- by categories of respondents
- by individual questions

# **OVERALL RETURN RATE** 80

• Q3 • Q2 240 respondents



# SURVEY PARTICIPATION RETURN RATE AND PARTICIPANT REPRESENTATION

### BY CATEGORY

	Marketing	Business	Logistics	н	R	Finance	IT services	Other		
во	64% (29)	85% (35)	85% (40)	77%	(33)	74% (31)	90% (38)	85% (34)		
Historically - Q2	76% (34)	83% (34)	70% (33)	67%	(29)	71% (30)	71% (30)	75% (30)		
	Until 1 ye	ar	1 - 5 years			6 - 10 years	More t	han 10 years		
length of employment in	78% (58		87% (65)			75% (56)	8	0% (61)		
the company	/ 0 /0 (00	/	07 70 (00)							
Historically - Q2	76% (56	)	80% (60) 79% (59)		79% (59)	5	9% (45)			
	Top management			Management			Executive po	sition		
Level of organization	70	6% (16)			84% (32)		84% (32)		80% (19)	2)
Historically - Q2	6	2% (13)	64		64% (37)		77% (17)	0)		



# SURVEY PARTICIPATION RETURN RATE OF INDIVIDUAL QUESTIONS

	How likely is it that I would recommend our company as an employer to a friend or acquaintance?
88%	In the last three months, I have felt good at work.
91%	l enjoy my job, it's a positive work experience for me.
	I did something extra over the last month and in doing so supported the success of the company.
88%	I did not consider leaving the company over the last year.
	I would stay with the company even if I received a comparable offer from another company.
92%	Overall, I am satisfied with my job.

Percentage return from actual survey participants.





# **OVERALL RESULT (NPS - NET PROMOTER SCORE)**

### HOW LIKELY IS IT THAT I WOULD RECOMMEND OUR COMPANY AS AN EMPLOYER TO A FRIEND OR ACQUAINTANCE?

Overall

Historically - Q2



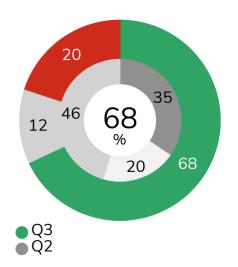
% NPS = % PROMOTERS - % DETRACTORS

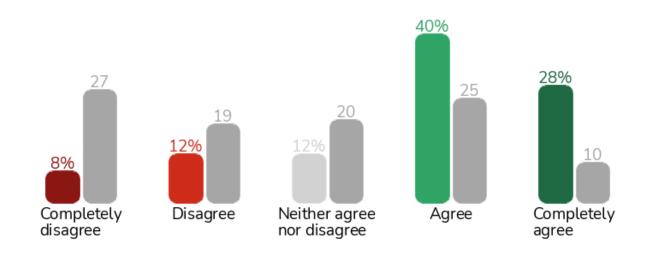


BY CATEGORY								
	Marketing	Business	Logistics	HR	Finance		IT services	Other
во	7% ↑	11% ↑	35% ↑	33% ↑	-3% ↑		11% ↑	44% ↑
Historically - Q2	-50%	-50%	-27%	-48%	-67%		-53%	-53%
	Until 1 y	ear	1 - 5 years		6 - 10 years		More t	han 10 years
length of employment in	7%		29%		13%			31%
the company	1		↑			1		
Historically - Q2	-46%		-42%		-58%			-53%
	Тор	Top management		Management			Executive position	
Level of organization		38% ↑		16% ↑			20% ↑	
Historically - Q2		-8%		-54%			-52%	



# SATISFACTION ATMOSPHERE





### BY CATEGORY

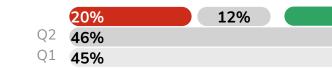
	Marketing	Business	Logistics	HR	Finance		IT services	Other
во	77% ↑	71% ↑	69% ↑	64% ↑	54%		68% ↑	73% ↑
Historically - Q2	33%	31%	31%	25%	55%		24%	41%
	Until 1 y	ear	1 - 5 years		6 - 10 years		More t	han 10 years
length of employment in	73%		59%		73%			70%
the company	1		1	<b>†</b>			1	
Historically - Q2	29%		30%	30% 41%		39%		39%
	Тор і	management		Management		Executive position		sition
Level of organization	86%			69%		67%		
		<u> </u>		Î			Î	
Historically - Q2		33%		26%		26% 37%		



# SATISFACTION ATMOSPHERE

In the last three months, I have felt good at work.







**OVERALL SATISFACTION** 

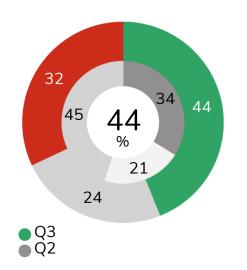


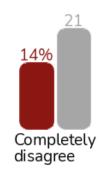
PRIORITY BY

IMPORTANCE



# SATISFACTION SATISFACTION

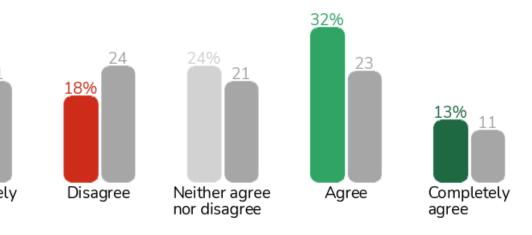




### BY CATEGORY

	Marketing	Business	Logistics	Н	IR	Finance	IT services	Other
во	42% ↑	44% ↑	49% ↑		7% 1	33%	41% ↓	44% ↑
Historically - Q2	30%	23%	39%	32	2%	33%	52%	26%
	Until 1 y	ear	1 - 5 years			6 - 10 years	More t	han 10 years
length of employment in	44%		39%			54%		42%
the company	1		1		↑			4270
Historically - Q2	36%		30%	30%			41%	
	_							
	Тор і	management		Manag	jement		Executive position	
Level of organization		53%	42%		42%		44%	
2		1	Ϋ́			1		
Historically - Q2		46%			5%		34%	

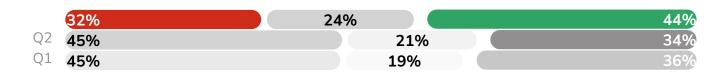




# SATISFACTION SATISFACTION

Overall, I am satisfied with my job.







**OVERALL SATISFACTION** 

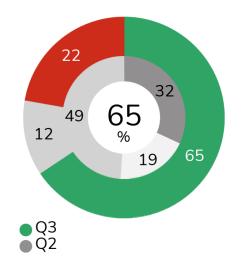
PRIORITY BY

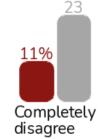
IMPORTANCE

2.5

# **IDENTIFICATION**

Note. Identification represents employees' sense of belonging and their attitude towards the company, i.e. to what extent they feel to be its integral part. Employees with low rate of identification are in danger of a higher fluctuation.

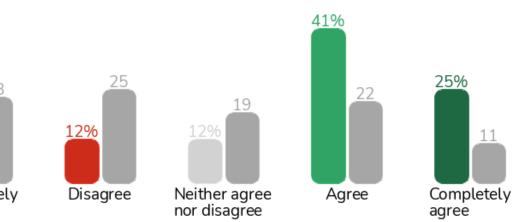




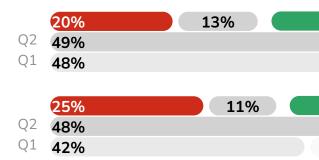
### BY CATEGORY

	Marketing	Business	Logistics	HR	Finance	IT services	Other
во	71%	68%	65%	58%	64%	68%	62%
	1	1	Î.	↑	↑	1	↑
Historically - Q2	33%	35%	37%	26%	28%	30%	35%
	Until 1 y	ear	1 - 5 years		6 - 10 years	More t	han 10 years
length of employment in	77%		54%		67%		66%
the company	î		¢		Ť		1
Historically - Q2	29%		29%		41%		30%
	Ton	nanagement		Management		Executive po	sition
	Top I	-		-			
Level of organization		80% ↑		63% ↑		65% ↑	
Historically - Q2		29%		34%		32%	





### LOW IDENTIFICATION



I would stay with the company even if I received a comparable offer from another company.

I did not consider leaving the company over the last year.



HIGH IDENTIFICATION

**PRIORITY BY** 

4.2

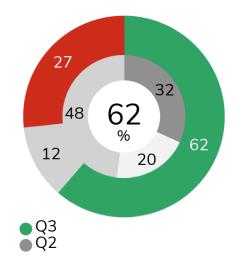
3.2

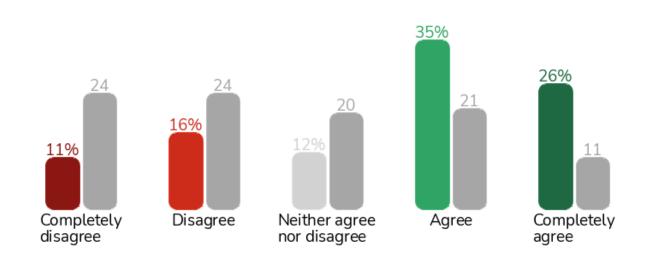
IMPORTANCE

	67%
19%	67% 31% 32%
19%	32%
	64% 33% 37%
19%	33%
22%	37%

# COMMITMENT

Note. Commitment represents a will and an inner motivation of employees to deliver excellent performance and achieve results even in their supervisor's absence and without his/her active incentive.





### **BY CATEGORY**

	Marketing	Business	Logistics	HR	Financ	:e	IT services	Other
во	62%	74%	58%	53%	60%		62%	63%
	1	1	↑ (	1	↑		↑	1
Historically - Q2	30%	32%	28%	32%	38%		40%	27%
	Until 1 ye	ear	1 - 5 years		6 - 10 years	S	More t	han 10 years
length of employment in	68%		59%		61%			58%
the company	Î		î		Ť			î
Historically - Q2	30%		34%		28%			39%
	Top management			Management		Executive position		sition
Level of organization		76% ↑		64% ↑			60% ↑	
Historically - Q2		28%		29%			33%	



### LOW COMMITMENT

	23%		15%	
Q2	50%			
Q1	45%			
	30%		9%	
Q2	46%			
Q1	39%			

I enjoy my job, it's a positive work experience for me.

I did something extra over the last month and in doing so supported the success of the company.



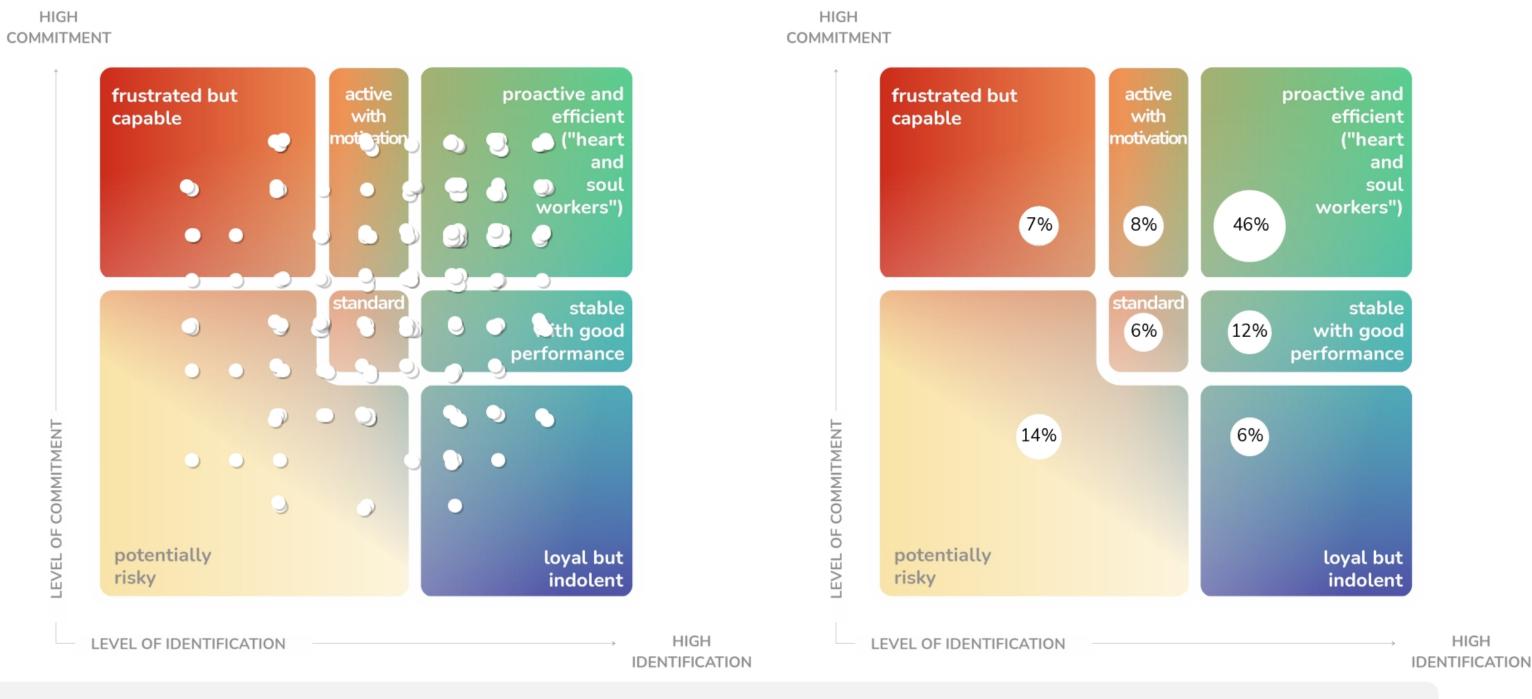
HIGH COMMITMENT

**PRIORITY BY** 

IMPORTANCE

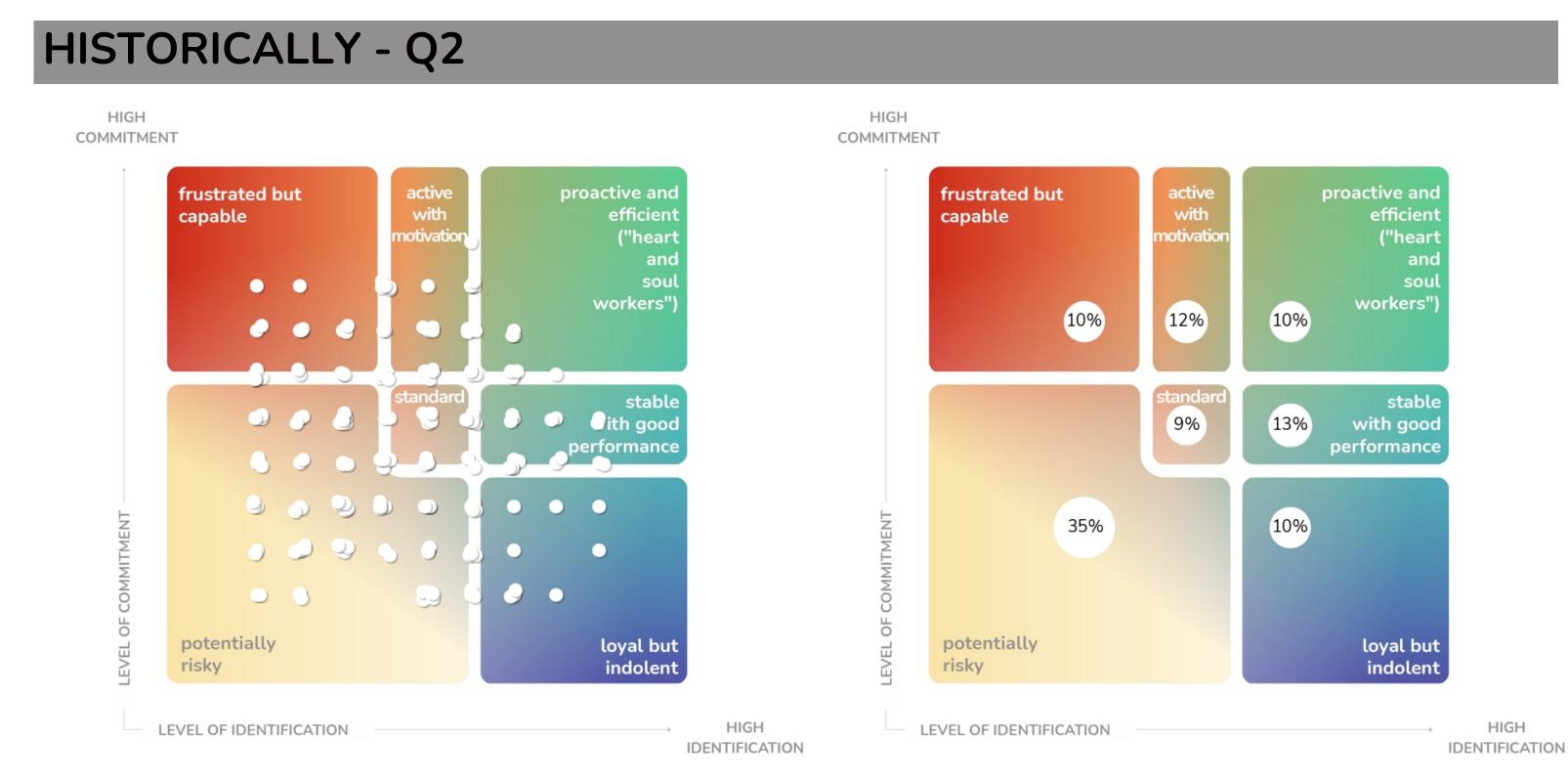
	62% 1.4
21%	62% 1.4 30%
24%	31%
	61% 3
19%	35% 39%
23%	

# **COMMITMENT VS IDENTIFICATION**

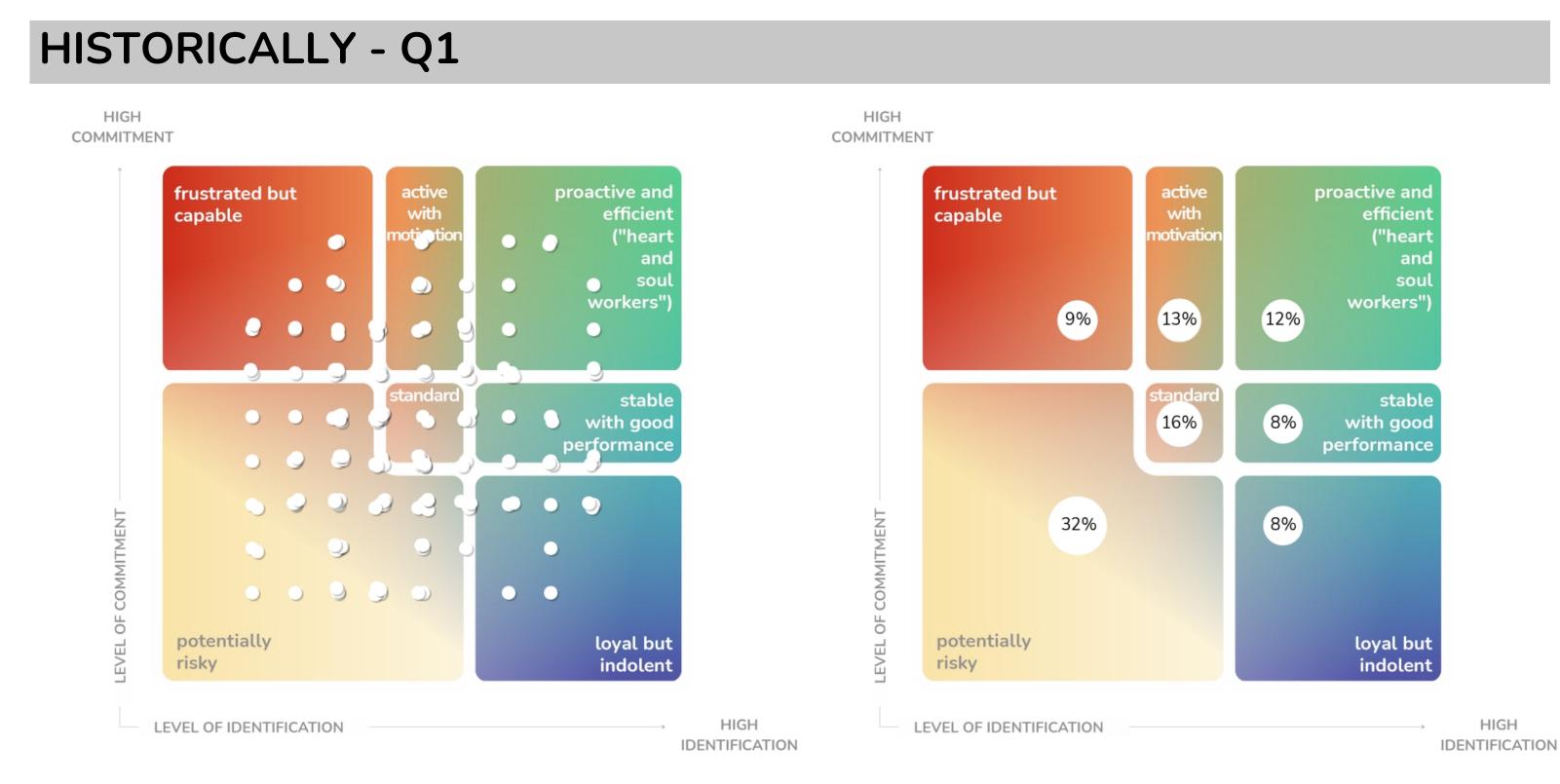


Note. Charts show distribution of employees by overall degree of commitment and identification. The level of commitment and identification then defines individual categories, which are named after the prevalent attitude in given group. The manner of depiction bases on the presumption that high degree of both commitment and identification are desirable, while low degrees of both areas are not. The left chart shows individual respondents. The right chart reflects the percentual representation of respondents in individual categories.







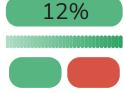




# AI ANALYSIS OF FREE COMMENTS

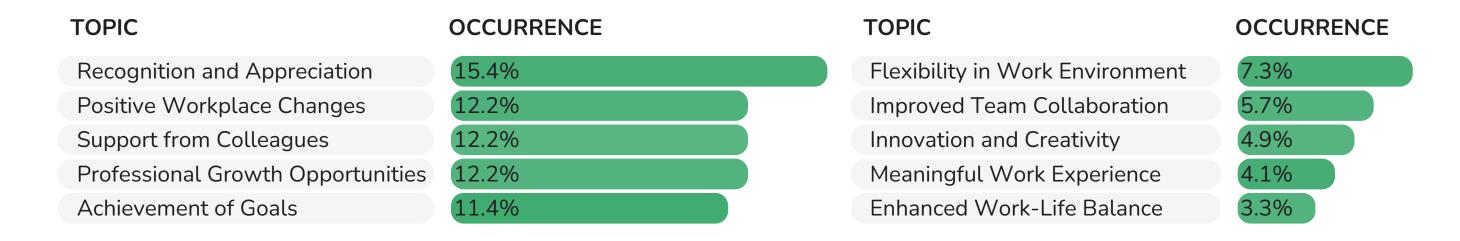
Al analysed comments from respondents a total of 10 times to ensure the accuracy of the results. It ranked the themes it identified in at least 8 of the 10 analyses by frequency and assessed their intensity, i.e. how often and strongly they were mentioned.

The following values are displayed for each topic:



The occurrence value indicates how often the topic was mentioned in the comments, in relation to the total number of analyzed comments. Intensity indicates how prominently the topic was mentioned and how emotionally charged the respondents' wording was. The color indicates the positive/negative sentiment of the topic.

### QUESTIONS AT THE END OF THE QUESTIONNAIRE: WHAT HAS MADE ME HAPPY AT WORK IN THE LAST THREE MONTHS?



Number of comments processed: 123. Number of comments without an identified topic (e.g. I don't know, etc.): 18



### QUESTIONS AT THE END OF THE QUESTIONNAIRE: WHAT HASN'T PLEASED ME AT WORK OVER THE LAST THREE MONTHS?

TOPIC	OCCURRENCE
Work Overload	8.9%
Poor Team Communication	8.9%
Low Participation in Decision Making	7.9%
Unclear Role Responsibilities	7.9%
Training and Development	6.9%
Difficult Approval Processes	6.9%
Lack of Feedback and Acknowledgment	5.9%

TOPIC

Low Morale and We Atmosphere Employee Recognit Low Trust Among C Employee Well-bei life Balance not a pe Support for Innovat Unclear Leadership Decision-Making Pr

Number of comments processed: 101. Number of comments without an identified topic (e.g. I don't know, etc.): 24



### OCCURRENCE

/ork	5%
tion	4%
Colleagues	4%
eing and Work- priority	4%
ition	3%
p Competence	3%
Processes	1%

### QUESTIONS AT THE END OF THE QUESTIONNAIRE: DO YOU HAVE ANY OTHER MESSAGES OR SUGGESTIONS FOR IMPROVEMENT?

### TOPIC

TOPIC	OCCURRENCE		
Encourage Open Feedback Culture	6.1%		
Embrace Innovation and Creativity	5.3%		
Simplify Internal Processes	5.3%		
Streamline Internal Communication	4.6%		
Supportive Team Collaboration	4.6%		
Celebrate Informal Recognition	4.6%		
Improve Goal Setting Clarity	3.8%		
Promote Personal and Career Growth	3.8%		
Increase Transparency in Leadership Decisions	3.8%		
Facilitate Access to Training Programs	3.1%		
Encourage Continuous Learning	3.1%		
Value Diverse Perspectives	3.1%		
Streamline Shift Planning	2.3%		

### TOPIC

Strengthen Leader Accessibility Facilitate Non-disr Environment Enhance Remote V Opportunities Improve Stress Pre Measures Strengthen Team Encourage Open C with Leadership Prioritize Mental V Support Strategic Encourage Non-tra Meetings Reduce Unnecessa **Expand Part-time** Boost Remote Wo

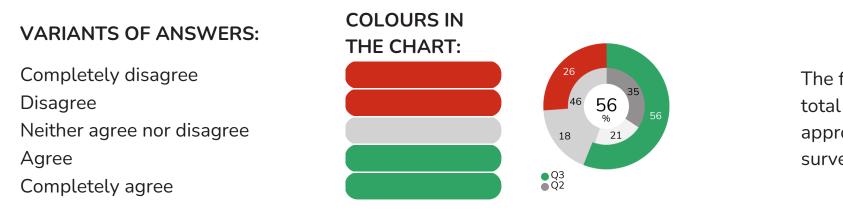
Number of comments processed: 131. Number of comments without an identified topic (e.g. I don't know, etc.): 38



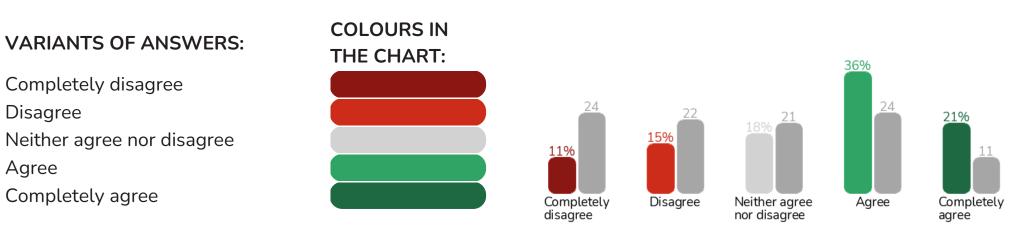
	OCCURRENCE			
rship	2.3%			
ruptive Work	2.3%			
Work	2.3%			
revention	1.5%			
Autonomy	1.5%			
Communication	1.5%			
Wellbeing	1.5%			
Engagement	1.5%			
aditional Team	0.8%			
ary Multitasking	0.8%			
Opportunities	0.8%			
ork Tools	0.8%			

# **EXPLANATORY NOTES**

### TOTAL OVERALL RESULTS FOR ALL RESPONDENTS:



OVERALL RESULTS BY SECTION FOR ALL RESPONDENTS:



The figures in the chart show the individual answers as a proportion of total answers. The results for the currently selected group and the whole company are shown. If an older survery is being compared with the current one, the right part will also include for comparison the chosen selection in the previous survey (right grey column across each answer).



The figure inside the chart indicates the proportion of approving responses from the total answers. Colours in the outer chart show overall categories of the answers (all approving, disapproving and all neutral). A comparison with results from an older survey is shown inside the inner circle.

## **EXPLANATORY NOTES** TOTAL OVERALL RESULTS FOR VARIOUS CATEGORIES OF **RESPONDENTS:**

	Marketing	Business	Logistics	HR	Finance	IT services	Other
В0	60% ↑	58% ↑	59% ↑	61% ↑	44%	55% ↑	59% ↑
Historically - Q2	32%	27%	35%	29%	44%	38%	34%

Figures in the table represent the proportion of all approving answers Agree / Completely agree in different categories of respondents.

A symbol can be used instead of specific data in the table. **<5** 

This symbol is used where there are fewer than five respondents in a given category and therefore by showing a specific value, their anonymity would be jeopardised. However, their responses are included in the overall result.

Some of the fields in the table can be differentiated in colour and point out statistically above-average values. Significantly high values Significantly low values

# **EXPLANATORY NOTES** ANSWERS FOR INDIVIDUAL QUESTIONS:

In the last three months, I have felt good at work.

12% 20%

### VARIANTS OF ANSWERS:

Completely disagree

Disagree

Neither agree nor disagree

Agree

Completely agree

### **COLOURS IN** THE CHART:



Numbers and colours show the proportions of the overall categories of answers (all approving, all disapproving and all neutral).

Priority by importance shows how important the respondents consider the given question to be, on a scale of 1 (highest) to 5 (lowest). If no importance value is given for a question, it means that no respondent expressed an opinion on importance. Level of importance can be identified by the shades of color in the circle - darker being greater importance, and lighter being lesser importance.





# **EXPLANATORY NOTES** COMPARISON WITH RESULTS OF A PREVIOUS SURVEY:

Colour of the compared survey Employee survey - sample questionnaire(Q2)

Colour of the compared survey Employee survey - sample questionnaire(Q1)

- **↑** This symbol represents improvement over the compared survey.
- ↓ This symbol denotes deterioration in comparison with the compared survey.

