LARIMER COUNTY EMPLOYEE SURVEY TEXT ANALYTICS GUIDE AND OVERVIEW

Text Analytics is another report from the Employee Survey that we're excited to share with you. In this report, Employee Voice's artificial intelligence interprets the comments made by employees from the survey. Instead of numerical data, this report is focused more on what and how things are being said.

There are two ways you can access this report.

- 1. You can click on the link in the report invitation from Employee Voice.
- 2. You can access the report through UltiPro, by clicking on Employee Voice.

To access the report from Employee Voice's main dashboard, you'll want to click on the 2020 report under the Text Analytics section.

NOTE: Be aware that as you click around in the topics, themes, comments, etc., you are essentially creating filters and you must "**X**" out of each filter to get back to the beginning.

From the main page of the Text Analytics report, you'll land on the Overview page.

On this page, you'll notice three separate sections.

- The first section entails a gray graph will represent the number of open-ended comments received on each day the survey remained opened.
- The second section is another graph showing where each comment registers on the promoter (positive) scale or detractor (negative) scale.

And finally, the third section shows the themes Employee Voice interpreted from your employees comments, the number of comments associated with each theme, and the emotions associated with the comments. On the next page we'll discuss the Emotional Promoter Score as it relates to your department and employees.

	167 Messages Q. Search								▼ Sept 14 - S
	-50								
	Emotional Promoter Score				Themes Top Terms				
	25 Promot		oters 86		Communication Cro		oss-Team Collaboration		
	Promoter Score	Detractors		52	32		21		
					Tools and In	frastructure	Transparency	/ Team	work
	Emotion				17		17	14	
			neutral	32.3%	Customer F	ocus Con	npensation and B	enefits	Innovation
			satisfied	18%	13 10	10	9		9
			happy	15.6%	Values and Culture Meaningful Work				
			annoyed	7.2%	7	5			
			appreciative	7.2% 👻	Quality of P	roducts and	Services		
					5				
					Training and	d Learning O	pportunities H	liring and	Recruiting
					Meetings	Diversity	Management		

2	2020 Employee Survey - Man Published on Sept 22, 12:57 PM		
Departm	ent Head COVID Surveys		
Shared Sur	vey Reports		
	HR Report Published on Aug 04, 10:30 AM		
COVID-1	9 Pulse Surveys		
Shared Sur	vey Reports		
	HR Report Published on May 06, 1:30 PM		

U III DEPT 2020 Imported Stream		
Overview	167 Messages Q. Search	
Streams		
Themes	Overview	
Terms	Number of Messages	
EPS	40	
Emotions	20	
Analyzed Field	0 0015 0010 0010	01/21
	10 0 0011 0017 0079	09/21
	Emotional Promoter Score	Them
	Promoters	86

An **Emotional Promoter Score** (EPS) provides an indicator of employee sentiment. EPS classifications are more sophisticated than simple sentiment classifications because knowledge of the HR domain and employee feedback are baked into the model, allowing it to make deeper decisions about the author's intent and attitude. EPS scores range from -100 to +100, with 0 being considered neutral.

From the Overview page, managers are able to drill down the content by clicking on the theme titles. Here departments can view the EPS score for that theme, as well as the emotions expressed for each topic.

Continuing down the menu on the right-hand side, you'll see **Streams**. This essentially tells you where the data is being pulled from, and this is the 2020 Employee Survey. Next up is **Themes**.

J III DEPT 2020 Imported Stream					1 MANAGER
Overview	of Messages Q Search	U			Sept 14 - Sept 29
Streams	Manlanda Theorem	_			
Themes	workplace Theme	S			
Terms	Over Time: Stacked volume-				
EPS 25	5				
Emotions 20					
Analyzed Field	0015	0017	0919	0971 0973	0075
	• Themes	Message Count	Promoter Score	Distinct Terms Top Terms	
	 Communication 	32 (17.8%)	-20	customer, service, customer service, feed	back, leadership
	Cross-Team Collabor	21 (11 7%)	-70	communication departments years time	

Again, the graph at the top represents the timeline of the survey and how the comment themes measured up from day to day. As you scroll down, you'll notice the themes, the number of comments contributed to that theme, the EPS, and the terms used to help Employee Voice interpret the emotions associated with that theme.

Overview	Image: Constraint in the second sec
Streams	Themes Message Count Promoter Score Distinct Terms Top Terms
Themes	Communication 32 (17.8%)
Terms	Cross-Team Collabor ▼ 21 (11.7%) Cross-Team Collabor The set of the set o
	p Taola and Infrastruct. Traffic and the second secon
Communication 32 (17.8	8%) -20 customer cervice, customer service, feedback, leadership

From here, departments can click on the number of comments associated with each theme and review the comments directly. To get the same information, you can click on the comments icon too.

67 Messages Q Search G			21 Messages Top Terms
over nine, oracked volume.			Themes Cross-Team Collaboration x
Number of Messages			There is an opportunity for IT to continue to improve on communication. Specifically, communication around ongoing work that either impacts to benefits the entire county. The great teal of work that happens behind the scores in IT that ensures security, reliability, an evaluability of ensures for on employees that is not celebrate feasily encounty.
			So many new productivity, communication & collaboration tools being rolled out simultane makes it difficult to satisfy all of the documentation requirements.
66/15	92/17	02/33	They are very well organized. They care about their employees and give us needed resourc good at communication. Maybe a little too much communication.
ours • Themes	9k17 Message Count -	00/19 0 Promoter Score	They are very well organized. They care about their employees and give us needed resourc good at communication. Maybe a little too much communication. Communication within the department. A little more transparency.
ens Themes Communication	00(7 Message Count - 32 (17,8%)	907) Promoter Score	They are very well organized. They care about their employees and give us needed resource good at communication. Mogbe a little too much communication. Communication within the department. A little more transparency. Communication is working well. All staff know what is going on for the most part. There is some things that have to fully chumber it is announced, but it eventually comes forware
Suss Suss Communication Cross-Team Collaboration	90(77 Message Count - 32 (17,8%) 21 (11,7%)	orm Promoter Score 28 28 20	They are very well organized. They care about their employees and give us needed resource good at communication. Maybe a little too much communication. Communication within the department. A little more transparency. Communication is working well. All staff know what is going on for the most part. There is some things that have to fully chum before it is announced, but twentually comes forwarn We not difference on our communications with other devotments expandion our overel to
Communication Cross-Team Collaboration Tools and Infrastructure	907 Message Count - 32 (17.8%) 21 (11.7%) 37 (9.4%)	- Promoter Score	They are very well organized. They care about their employees and give us needed resource good at communication. Maybe a little too much communication. Communication within the department. A little more transparency. Communication is working well. All staff know what is going on for the most part. There is some things that have to fully churn before it is announced, but it eventually comes forwarn We could improve on our communications with other departments and us how nor work the first environment and communications with other departments are used how the transparence departments and the IT media and works that could be abeliesed now or potentially dow

Departments can also view comments by Promotor Score. Click either the green, red, or gray section and the comments associated with that score will pop up.

167 Messages Q Search Q			3 Message Top Terms EPE segment Premise Cross-Team Collaboration x Building and working to improve good relationships with other departments and our customers: working from home right now with the right technologies, communication with SLACK
• corts	06/17 Message Count -	09/19 0 Promoter Score	This is such a different time right now - reconnecting people will become a priority in the future. Teams haven't seen each other as much, especially people outside of their immediate team
 Communication 	32 (17.8%)	E20 1000000	
Cross-Team Collaboration	21 (11.7%)	273	
Tools and Infrastructure	17 (9.4%)		
Transparency	17 (9.4%)		
• Teamwork	14 (7.8%)		
Customer Focus	13 (7.2%)	100	

Terms

Themes and Terms are different. Themes are interpretations of comments, sorted into different ideas. Terms on the other hand are words repeatedly used in comments.

In this section, Employee Voice counts the number of times the same word appears in the comments and then assigns an EPS for each term. You can view the comments here similarly to how you view them in the Themes section.

EPS (See explanation on previous page.) In the EPS section, comments have been sorted into Promoter, Detractor, and Neutral buckets.

You can view all the Promoter comments together, all the Detractor comments together, as well as the Neutral comments.



Emotions

In this section, comments are now sorted by emotion from the most commonly expressed emotion to the least expressed emotion.

You can view the comments associated with each emotion. As well as what terms you may find in those comments.

Analyzed Field

In the Analyzed Field section, the results are sorted by each open-ended questions. You can view the number of comments submitted with each question, the EPS score, the top terms used in the comments, and the comments submitted.



Promoter Score

Distinct Terms | Top Te

This is an overview of the data and information you'll find in this Text Analytics reports. If you have any questions, please feel free to reach out to Jennifer Glover, Marcy Hamilton, or your HR Generalist.

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C Emotion

Theme: Terms

Emotio

Analyzed Field