

6 Ways to Measure Employee **EX**perience

Customer Experience (CX)

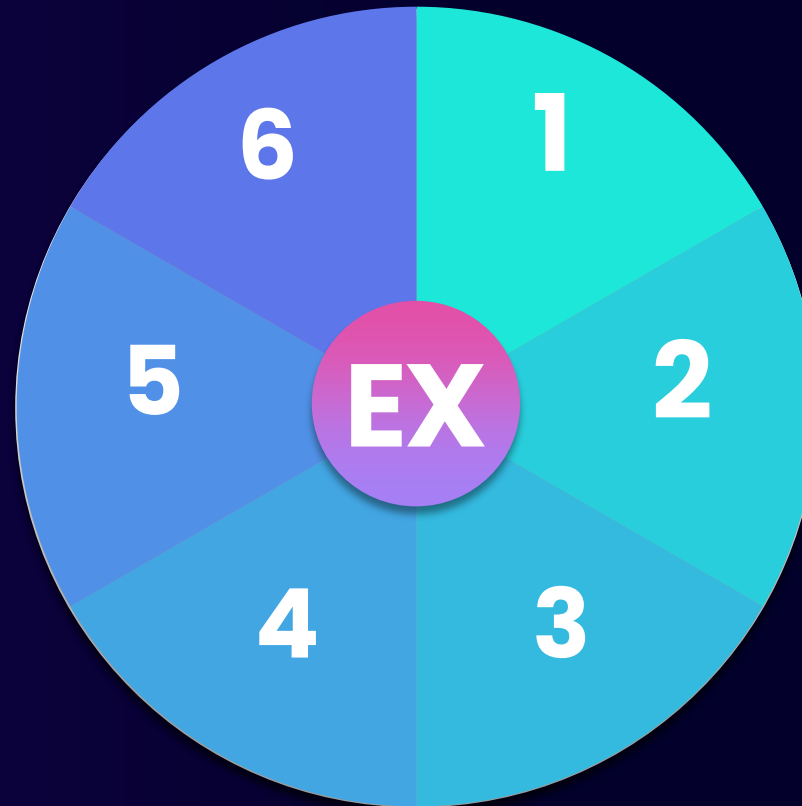
Monitoring customer ratings, customer service performance, and overall customer satisfaction metrics can provide valuable insights into the customer experience. A negative experience for an employee can translate into a negative experience for a customer.

Employee Ratings Websites

When evaluating the Employee Experience (EX), it's important to consider company review and rating websites such as Glassdoor. These platforms provide valuable insights into employee satisfaction and frustrations with their current workplace.

Net Promotor Score (NPS)

If your employees are willing to promote you to their friends, the likelihood is that they are engaged and enjoy working with you and this is a hallmark of a great employee experience.



Employee Satisfaction

As we say at nxGeno, Happy Employees = Happy customers. Measuring employee satisfaction ratings via engagement surveys is a great starting point to gather insights into the mindset and perceptions of your employees.

Employee Productivity

Measuring employees' productivity rates can identify if you are trending in the right direction. Looking at productivity rates per hour, day or month over time could help gauge where your EX is heading.

Employee Turnover

Employees who are content with their work are more likely to stay with your company for extended periods. On the other hand, high turnover rates can indicate a negative Employee Experience.