



One Voice Engagement Survey - 2022

Manager Score Card
Direct Reports to
Vohra, Niharika Mohan

Overview

Thank you for completing the recently held One Voice Engagement Survey - 2022 run by People Business in Luminous. This document is your workgroup level (team) scorecard. This scorecard will help you better understand and improve the engagement levels in your workgroup.

Introduction:

Employee Engagement today is a critical element that helps build personal & psychological connection to work which when successfully created in a work environment ensures that individuals invest completely in their work to become highly productive. The Employee Engagement model at Luminous looks at 17 critical dimensions that help measure engagement at the workplace. These dimensions and the resultant outcomes are as follows:

Dimensions	
Say	Stay
Strive	Brand
Leadership	Well Being
Learning & Development	Diversity & Inclusion
Collaboration	Recognition
Effectiveness	Career Opportunities
Empowerment	People Policies
Customer Focus	Ethics & Compliance
Action Plan Awareness	

Reading the Scorecard

One Voice Engagement Survey - 2022 survey consists of 24 questions split across 17 dimensions and 1 open ended questions.

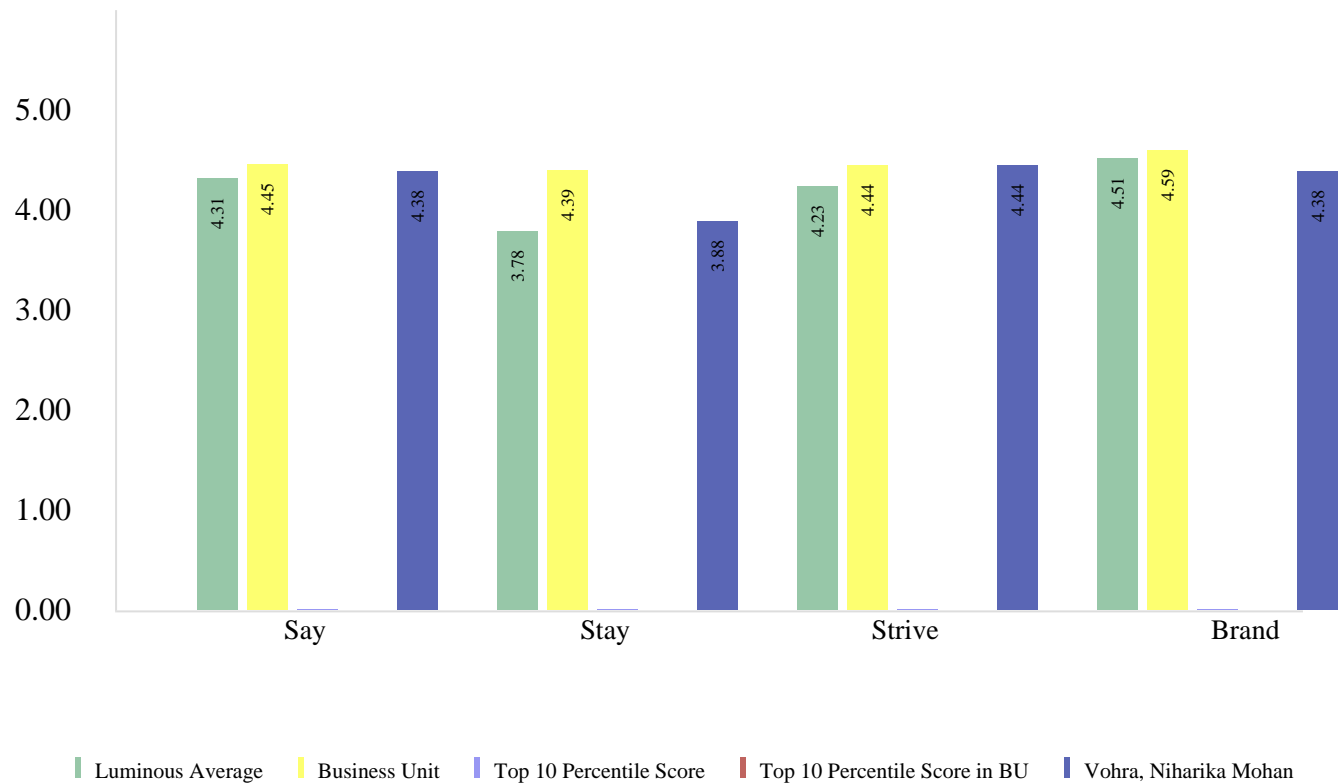
Scale Used



Definitions

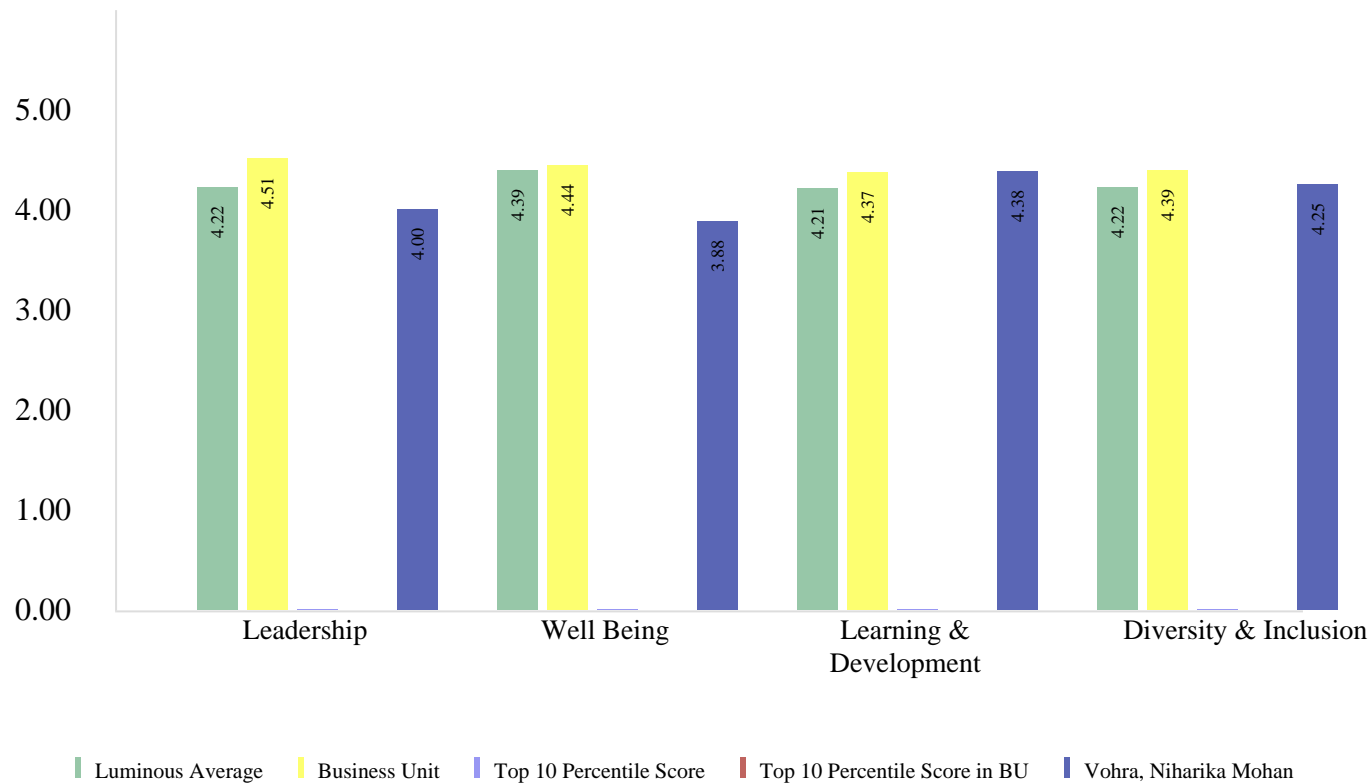
- o **N** : number of response for each group
- o **Top 10 Percentile in Luminous** : The 90th Percentile score for a particular dimension across the entire organization
- o **Top 10 Percentile in Business Unit** : The 90th Percentile score for a particular dimension across the business unit the manager belongs to
- o **Business Unit Average** : The average score for a particular dimension across the business unit the manager belongs to
- o **Luminous Average**: The average score for a particular dimension across the entire organization

Scores by Dimensions



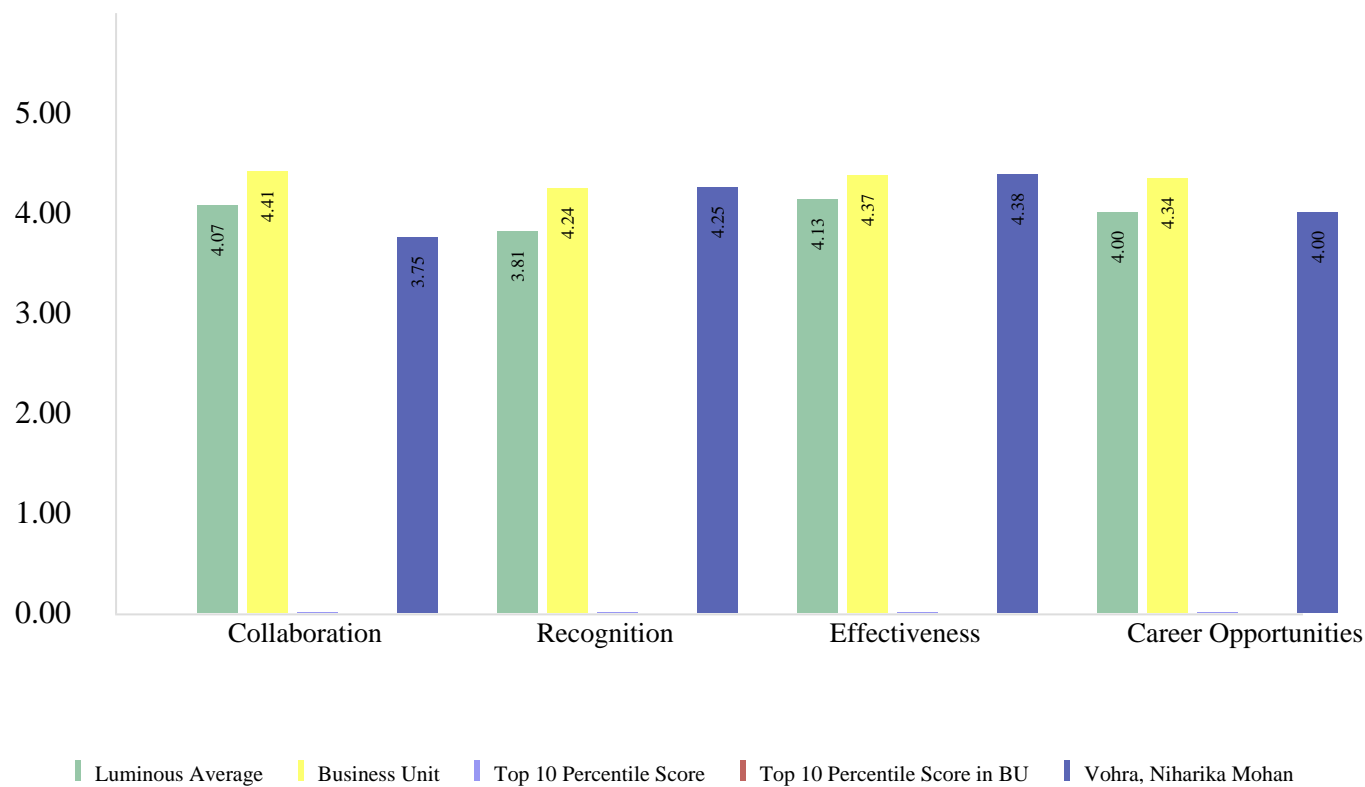
	Say	Stay	Strive	Brand
Vohra, Niharika Mohan (N = 8)	4.38	3.88	4.44	4.38
Top 10 Percentile Score (N = 1032)				
Top 10 Percentile Score in BU (N = 41)				
Business Unit Average (N = 41)	4.45	4.39	4.44	4.59
Luminous Average (N = 1032)	4.31	3.78	4.23	4.51

Scores by Dimensions



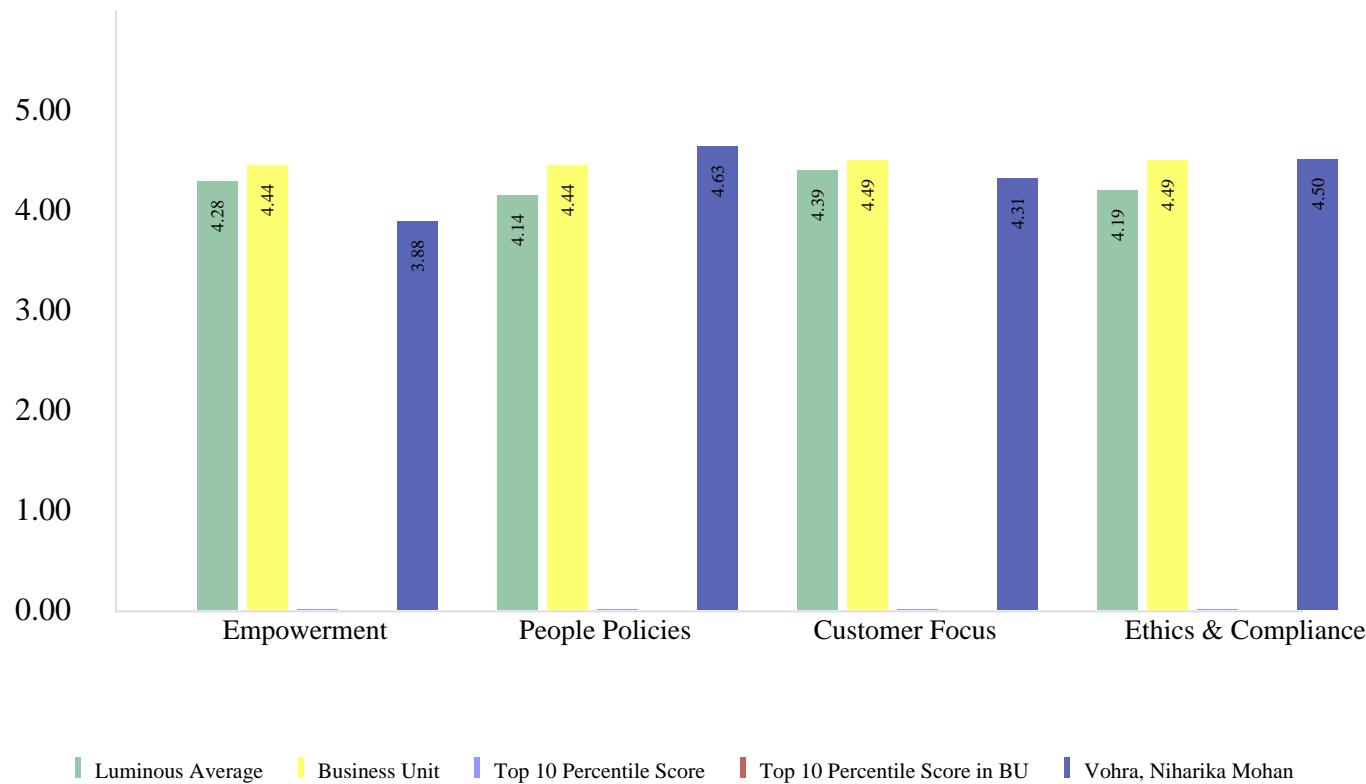
	Leadership	Well Being	Learning & Development	Diversity & Inclusion
Vohra, Niharika Mohan (N = 8)	4.00	3.88	4.38	4.25
Top 10 Percentile Score (N = 1032)				
Top 10 Percentile Score in BU (N = 41)				
Business Unit Average (N = 41)	4.51	4.44	4.37	4.39
Luminous Average (N = 1032)	4.22	4.39	4.21	4.22

Scores by Dimensions



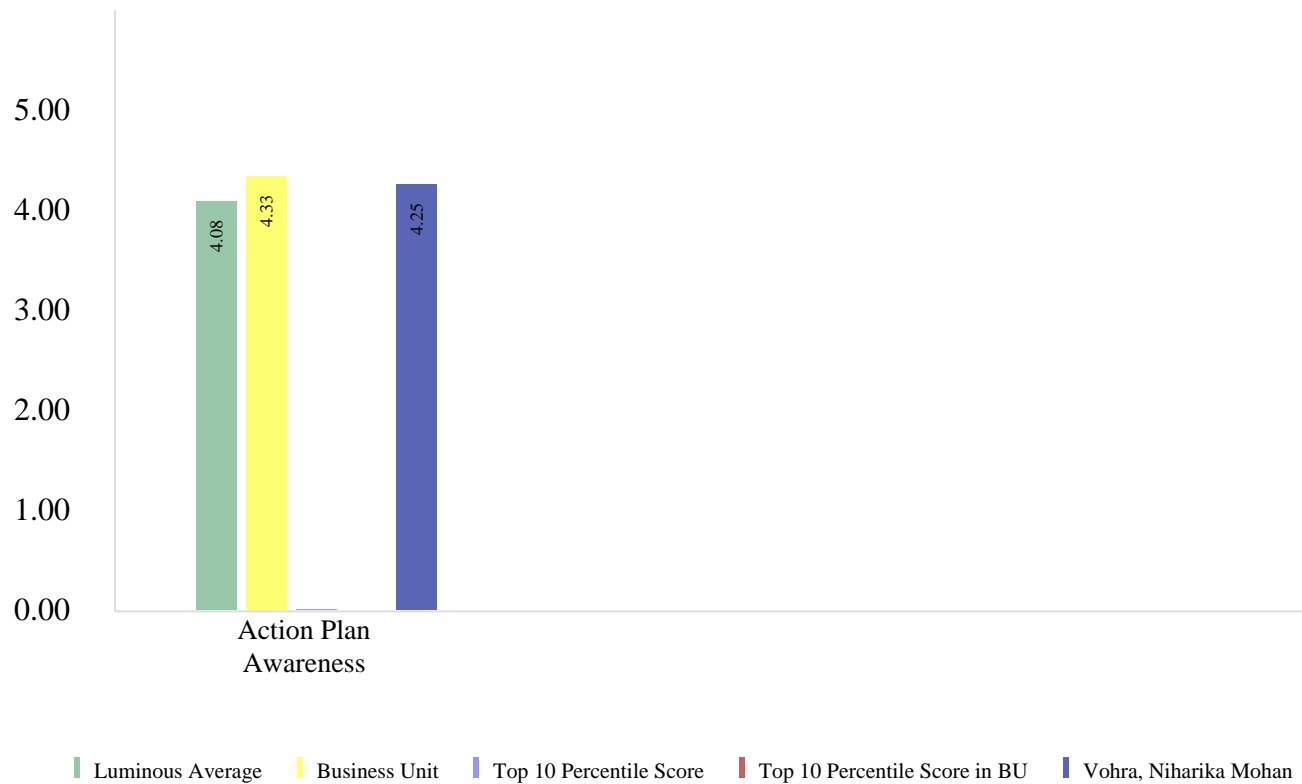
	Collaboration	Recognition	Effectiveness	Career Opportunities
Vohra, Niharika Mohan (N = 8)	3.75	4.25	4.38	4.00
Top 10 Percentile Score (N = 1032)				
Top 10 Percentile Score in BU (N = 41)				
Business Unit Average (N = 41)	4.41	4.24	4.37	4.34
Luminous Average (N = 1032)	4.07	3.81	4.13	4.00

Scores by Dimensions



	Empowerment	People Policies	Customer Focus	Ethics & Compliance
Vohra, Niharika Mohan (N = 8)	3.88	4.63	4.31	4.50
Top 10 Percentile Score (N = 1032)				
Top 10 Percentile Score in BU (N = 41)				
Business Unit Average (N = 41)	4.44	4.44	4.49	4.49
Luminous Average (N = 1032)	4.28	4.14	4.39	4.19

Scores by Dimensions



	Action Plan Awareness
Vohra, Niharika Mohan (N = 8)	4.25
Top 10 Percentile Score (N = 1032)	
Top 10 Percentile Score in BU (N = 41)	
Business Unit Average (N = 41)	4.33
Luminous Average (N = 1032)	4.08

Engagement Survey Statements

Vohra, Niharika Mohan (Base = 8)

Questions/Statements	Dimension	Manager Score	Business Unit Score	Luminous Overall Score
Q1) I would not hesitate to recommend Luminous to a friend seeking employment	Say	4.38	4.37	4.28
Q2) Given the opportunity, I tell others great things about working here	Say	4.38	4.54	4.33
Q3) I rarely think about leaving Luminous to work somewhere else	Stay	3.63	4.39	3.72
Q4) It would take a lot to get me to leave Luminous	Stay	4.13	4.39	3.85
Q5) Luminous motivates me to contribute more than is normally required to complete my work	Strive	4.50	4.46	4.22
Q6) Luminous inspires me to do my best work every day	Strive	4.38	4.41	4.25
Q7) I am proud to be part of Luminous family	Brand	4.38	4.59	4.51
Q8) My manager gives me feedback that helps me improve my performance	Leadership	4.00	4.51	4.22
Q9) My organization looks after the wellbeing of its employees	Well Being	3.88	4.44	4.39
Q10) I can learn and grow personally and professionally at Luminous	Learning & Development	4.38	4.37	4.21
Q11) Luminous provides a diverse and inclusive work environment	Diversity & Inclusion	4.25	4.39	4.22
Q12) Different teams collaborate over common goals	Collaboration	3.75	4.41	4.07
Q13) I receive recognition (beyond my pay and benefits) for my contributions and accomplishments	Recognition	4.25	4.24	3.81
Q14) The tools and resources provided allow me to be as productive as possible	Effectiveness	4.38	4.37	4.13
Q15) I know what career opportunities are available to me in Luminous	Career Opportunities	4.00	4.34	4.00

Engagement Survey Statements

Vohra, Niharika Mohan (Base = 8)

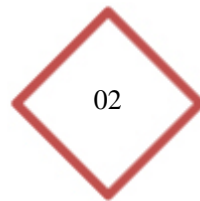
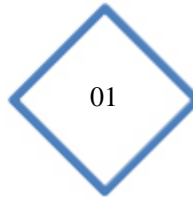
Questions/Statements	Dimension	Manager Score	Business Unit Score	Luminous Overall Score
Q16) My Organization gives me the flexibility to manage my work as needed	Empowerment	3.88	4.44	4.28
Q17) I am satisfied with the company's people policies and initiatives	People Policies	4.63	4.44	4.14
Q18) At Luminous we provide innovative technology solutions to our Consumers	Customer Focus	4.25	4.46	4.35
Q19) At Luminous, we continuously seek ways to better serve our Consumers	Customer Focus	4.38	4.51	4.43
Q20) I can report an instance of an unethical conduct without fear	Ethics & Compliance	4.50	4.49	4.19
Q21) I am aware of action plans linked to last One Voice Results	Action Plan Awareness	4.38	4.27	4.09
Q22) One Voice action plans within my function has had a positive impact on my engagement	Action Plan Awareness	4.13	4.39	4.08

The Steps Ahead...

So where do you start? Begin by reading and understanding your scorecard. Understand where you stand against the benchmarked scores. Then think of who could best help you understand your development areas. Don't think too narrowly. Apart from your work peers and reporting manager, you may also want to seek people inputs outside your immediate work group, family, and circle of friends if necessary. Once you have taken their feedback, sit back and reflect on the same. Finally make an action plan with your team members and you may want to use the checklist provided to you next, to review the same.

UNDERSTAND

This report provides a summary of your team's feedback to help you understand their views of what is done well, and what could be done better. Read and understand the scores in your report against the benchmarked scores.

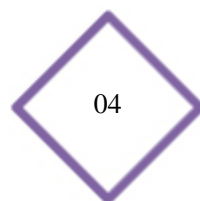
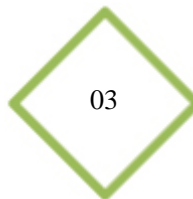


FEEDBACK

Once you have thoroughly read your scorecard, you can approach your reporting manager for an open discussion and ask for feedback on your scorecard. You could also approach your peers at work and discuss the same.

REFLECT

Spend some time reflecting on the feedback you have gathered. This is the basic starting point of your journey. Reflecting will help you understand what areas you need work on, and make this process a fulfilling and constructive one.



ACTION PLAN

Finally, sit with your team members and understand their views. Start with identifying and coming up with a joint plan on 2 to 3 actions in response to your team's survey results. Review the action plan weekly.

The Engagement Checklist

01

Share a compelling vision/plan and also ensure consistent messaging around the same

02

During Goal Setting, align each individual's SMART goals with the overall organizational goal and make the process transparent

03

Have regular informal conversations with team members regarding the organization vision

04

Encourage people to include individual learning goal as part of development plan

05

To be an active Listener rather than defend or condemn

06

Encourage team members to take responsibility, and work through problems or issues on their own, or collaboratively

07

Recognize performance, monitor development progress and give feedback on the results

08

Plan non-work activities that foster relationships and make the team stronger

09

Do not ask your subordinates to do anything that you would not do yourself, Be approachable to employees and take feedback directly