

Employee Demographic Report 2023

Prepared for: Company

Best Companies Group

Total number of responses: 106

	OVERALL	% Disagreement	LENGTH OF SERVICE										AGE		GENDER		ETHNIC BACKGROUND						STATUS		JOB ROLE						DEPARTMENT													
			29	18	36	12	11	Younger than 21	21 - 25	26 - 35	36 - 45	46 - 65	Above 65	Female	Male	White (British, Irish, Other)	Black/Black British	Asian/Asian British (Indian, Pakistani, Bangladeshi, Other Asian)	Chinese/Chinese British	Mixed (White & Black Caribbean, White & Black African, White & Asian)	Any other Mixed	Full-Time	Part-Time	Own/Manager (e.g. CEO/MD/DB Board level director)	Department head	Account executive	Claims handler	Administration	Schemes Manager	Claims	Compliance	Customer Service	E-trading	Finance	HR	Management	Marketing	Operations	Product development	Sales	Schemes			
LEADERSHIP AND PLANNING																																												
I understand the long-term strategy of this organisation	95	1	97	89	97	100	91	x	84	100	100	92	100	0	96	94	x	100	100	88	0	x	95	100	93	100	98	82	96	100	100	100	100	100	100	100	100	100	100	100	100			
I have confidence in the leadership of this organisation	97	0	97	94	100	100	91	x	95	100	100	85	100	0	98	96	x	100	99	100	0	x	97	100	93	100	100	91	100	91	90	0	100	x	100	x	86	x	x	97	97			
The leaders of this organisation care about employees' well being	95	1	97	89	100	92	91	x	95	95	100	85	100	0	96	94	x	100	97	94	0	x	95	100	86	100	98	91	100	91	90	0	100	x	100	x	86	x	x	97	97			
Senior leaders live the core values of the organisation	92	1	97	78	94	100	91	x	89	95	95	85	100	0	93	92	x	100	95	94	0	x	88	100	86	83	98	70	100	82	82	90	0	92	x	100	x	88	x	x	71	95	95	
There is adequate planning of departmental objectives	89	5	86	83	97	73	91	x	95	86	91	77	100	0	89	88	x	100	87	100	0	x	86	100	86	83	95	73	87	91	91	70	0	92	x	83	x	86	x	x	95	95		
There is adequate follow-through of departmental objectives	87	5	90	72	94	73	91	x	84	86	91	77	100	0	91	82	x	100	95	94	0	x	93	100	86	100	98	82	96	91	91	70	0	100	x	100	x	94	x	x	86	x	95	95
The leaders of this organisation are open to input from employees	93	1	97	89	100	75	91	x	95	93	100	77	100	0	94	92	x	100	95	94	0	x	92	100	89	93	97	78	96	90	90	79	0	95	0	96	0	92	0	80	0	97	97	
Leadership and Planning - AVERAGE	93	2	94	85	98	87	91	x	91	94	97	82	100	0	94	91	0	100	94	96	0	0	92	100	89	93	97	78	96	90	90	79	0	95	0	96	0	92	0	80	0	97	97	
CORPORATE CULTURE AND COMMUNICATIONS																																												
This organisation's corporate communications are frequent enough	92	3	93	83	100	83	91	x	95	95	100	77	100	0	93	92	x	100	95	88	0	x	93	80	86	100	98	82	82	82	70	0	100	x	100	x	94	x	x	71	x	x	95	95
This organisation's corporate communications are detailed enough	93	1	93	83	100	92	91	x	84	98	100	77	100	0	94	92	x	100	95	100	0	x	94	80	79	100	98	91	96	91	60	0	100	x	100	x	94	x	x	86	x	x	97	97
I have a good understanding of how this organisation is doing financially	94	0	97	83	97	100	91	x	84	100	100	85	100	0	93	96	x	100	97	88	0	x	95	80	86	100	95	91	100	91	90	0	100	x	100	x	94	x	x	57	x	x	97	97
I can trust what this organisation tells me	96	0	97	94	97	100	91	x	95	98	100	85	100	0	96	96	x	100	97	100	0	x	96	100	93	100	98	91	100	91	90	0	100	x	100	x	94	x	x	86	x	x	97	97
This organisation treats me like a person, not a number	95	1	97	100	97	92	82	x	89	100	100	85	100	0	96	94	x	100	97	94	0	x	95	100	93	100	95	91	100	91	90	0	100	x	100	x	94	x	x	71	x	x	100	100
This organisation gives enough recognition for work that is well done	87	4	97	72	92	83	73	x	84	91	91	69	83	0	89	85	x	100	88	88	0	x	86	100	79	83	90	73	91	91	70	0	83	x	100	x	71	x	x	89	x	x	89	89
Staffing levels are adequate to provide quality products/services	83	9	90	78	89	67	73	x	68	88	91	69	69	0	85	81	x	100	84	88	0	x	84	60	86	83	83	73	73	73	80	0	83	x	100	x	76	x	x	84	x	x	84	84
Quality is a top priority with this organisation	95	1	100	94	94	83	100	x	95	95	100	85	100	0	93	98	x	100	95	94	0	x	95	100	100	95	91	91	91	90	0	100	x	100	x	94	x	x	97	x	x	97	97	
Safety is a top priority with this organisation	93	0	97	89	97	82	91	x	89	98	95	77	100	0	94	92	x	100	93	94	0	x	94	80	86	83	98	91	91	91	90	0	92	x	100	x	94	x	x	71	x	x	97	97
I believe there is a spirit of cooperation at this organisation	94	2	100	83	100	83	91	x	95	98	100	77	100	0	96	92	x	100	97	88	0	x	94	100	93	100	98	92	91	91	90	0	100	x	100	x	88	x	x	71	x	x	97	97
My employer enables a culture of diversity	98	1	100	94	100	92	100	x	95	100	100	92	100	0	100	96	x	100	99	100	0	x	98	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100		
I like the people I work with at this organisation	98	1	100	94	100	92	100	x	95	100	100	92	100	0	100	96	x	100	99	100	0	x	98	100	100	100	101	91	96	100	90	0	100	x	100	x	94	x	x	100	x	x	100	100
At this organisation, employees have fun at work	95	2	98	96	98	85	91	x	94	98	95	86	100	0	85	96	x	100	97	88	0	x	96	100	96	100	95	91	100	91	80	0	100	x	100	x	94	x	x	89	x	x	89	89
I feel I can express my honest opinions without fear of negative consequences	95	2	98	96	98	85	91	x	94	98	95	86	100	0	85	96	x	100	97	88	0	x	96	100	96	100	95	91	100	91	80	0	100	x	100	x	94	x	x	89	x	x	89	89
Changes that may affect me are communicated to me prior to implementation	95	2	98	96	98	85	91	x	94	98	95	86	100	0	85	96	x	100	97	88	0	x	96	100	96	100	95	91	100	91	80	0	100	x	100	x	94	x	x	89	x	x	89	89
Corporate Culture and Communications - AVERAGE	94	2	97	89	97	87	90	x	90	97	97	82	98	0	92	93	x	100	95	92	0	x	94	92	89	97	95	87	97	91	91	82	0	97	x	100	x	95	95					
ROLE SATISFACTION																																												
I like the type of work that I do	92	5	90	83	97	92	100	x	84	93	100	92	100	0	93	92	x	100	92	100	0	x	94	60	86	100	100	64	100	82	82	82	82	80	0	100	x	100	x	88	x	x	95	95
I am given enough authority to make decisions I need to make</																																												

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		29	18	36	12	11	Younger than 21	21 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Above 65	Female	Male	White (British, Irish, Other)	Black/Black British Caribbean, African, Other)	Asian/Asian British (Indian, Pakistani, Bangladeshi, Other Asian)	Chinese/Chinese British (Chinese: any other)	Mixed (White & Black Caribbean, White & Asian)	Any other/Mixed	Full-Time	Part-Time	Own/Manager (e.g. CEO/MD/DB board level director)	Department head	Account executive	Claims handler	Administration	Underwriter	Schemes Manager	Claims	Compliance	Customer Service	E-trading	Finance	HR	Management	Operations	Product development	Sales	Schemes							
This organisation provided as much initial training as I needed	74	9	69	61	80	92	73	x	53	74	91	77	83	0	76	73	x	100	74	88	0	x	74	80	79	100	80	64	70	55	55	55	60	0	83	x	75	x	69	x	71	x	x	76	76			
This organisation provides as much ongoing training as I need	82	4	79	82	86	83	73	x	79	83	91	69	83	0	83	80	x	100	78	94	0	x	82	80	79	100	85	82	77	73	73	70	0	92	x	91	x	88	x	71	x	x	79	79				
This organisation provides the technology, equipment and resources I need to do my job well	91	3	93	72	100	83	91	x	79	95	95	77	100	0	93	88	x	100	92	100	0	x	90	100	93	83	98	73	87	91	91	91	70	0	83	x	92	x	100	x	86	x	x	95	95			
The computer or other hardware I use to do my job is dependable	74	9	69	61	80	92	73	x	53	74	91	77	83	0	76	73	x	100	74	88	0	x	74	80	79	100	80	64	70	55	55	55	60	0	83	x	75	x	69	x	71	x	x	76	76			
The software and programme applications I use to do my job are adequate	74	9	69	61	80	92	73	x	53	74	91	77	83	0	76	73	x	100	74	88	0	x	74	80	79	100	80	64	70	55	55	55	60	0	83	x	75	x	69	x	71	x	x	76	76			
Technology issues are resolved in a timely manner	74	9	69	61	80	92	73	x	53	74	91	77	83	0	76	73	x	100	74	88	0	x	74	80	79	100	80	64	70	55	55	55	60	0	83	x	75	x	69	x	71	x	x	76	76			
Technology issues affecting my work are communicated to me in a timely manner	74	9	69	61	80	92	73	x	53	74	91	77	83	0	76	73	x	100	74	88	0	x	74	80	79	100	80	64	70	55	55	55	60	0	83	x	75	x	69	x	71	x	x	76	76			
I understand what is expected for career advancement	74	9	69	61	80	92	73	x	53	74	91	77	83	0	76	73	x	100	73	82	0	x	74	80	69	100	88	64	61	50	50	50	60	0	91	x	50	x	82	x	71	x	x	76	76			
I am encouraged to explore growth or advancement opportunities within the organisation	74	10	67	61	86	67	82	x	56	71	95	69	83	0	74	74	x	100	73	82	0	x	74	80	69	100	83	93	88	x	100	92	100	0	x	70	0	83	x	92	x	100	x	86	x	x	95	95
There is room for me to advance at this organisation	91	3	93	72	100	83	91	x	79	95	95	77	100	0	93	88	x	100	92	100	0	x	87	100	93	83	95	91	87	91	91	91	90	0	92	x	83	x	82	x	86	x	x	87	87			
I trust that if I do good work, I will be considered for a promotion	88	4	100	67	86	83	100	x	84	84	95	85	100	0	87	88	x	80	88	88	0	x	87	100	93	83	85	91	87	91	91	91	90	0	92	x	83	x	82	x	86	x	x	87	87			
Training, Development and Resources - AVERAGE	79	7	77	66	85	86	79	x	63	79	93	76	88	0	80	78	x	98	79	90	0	x	79	85	82	95	85	69	74	66	66	65	0	86	x	78	x	79	75	x	81	81						
PAY AND BENEFITS																																																
My pay is fair for the work I perform	76	18	79	61	86	67	73	x	63	77	91	69	67	0	78	75	x	100	77	76	0	x	76	80	71	67	80	45	83	91	91	91	40	0	92	x	83	x	65	x	57	x	x	87	87			
Overall, I'm satisfied with this organisation's benefits package	89	1	92	72	97	92	82	x	83	91	95	85	83	0	90	88	x	100	89	94	0	x	90	67	79	83	92	91	90	90	90	90	0	92	x	100	x	86	x	x	97	97						
I'm satisfied with the amount of vacation or Paid Time Off	89	1	88	78	94	92	91	x	78	90	100	85	100	0	88	90	x	100	91	81	0	x	90	67	79	100	92	95	80	80	80	90	90	0	100	x	91	x	71	x	x	97	97					
I'm satisfied with the sick leave policy	89	1	96	78	91	83	91	x	83	90	91	85	100	0	90	88	x	100	92	81	0	x	90	67	79	83	87	91	100	89	89	89	90	90	0	92	x	100	x	69	x	71	x	x	94	94		
I'm satisfied with the amount of healthcare paid for	74	9	69	61	80	92	73	x	53	74	91	77	83	0	76	73	x	100	74	88	0	x	74	80	79	100	80	64	70	55	55	55	60	0	83	x	75	x	69	x	71	x	x	76	76			
I'm satisfied with the dental benefits	76	18	79	61	86	67	73	x	63	77	91	69	67	0	78	75	x	100	77	76	0	x	76	80	71	67	80	45	83	91	91	91	40	0	92	x	83	x	65	x	57	x	x	87	87			
I'm satisfied with the vision care benefits	88	1	92	69	94	89	82	x	86	87	100	70	80	0	89	86	x	100	85	85	0	x	88	67	79	100	85	91	88	88	88	89	89	0	100	x	88	x	78	x	86	x	x	91	91			
I'm satisfied with the retirement plan benefits	82	4	79	82	86	83	73	x	79	83	91	69	83	0	83	80	x	100	78	94	0	x	82	80	79	100	85	82	77	73	73	70	0	92	x	81	x	71	x	x	79	79						
I'm satisfied with the life insurance benefits	88	4	100	67	86	83	100	x	84	84	95	85	100	0	87	88	x	100	88	88	0	x	87	100	93	83	95	81	87	91	91	91	90	0	92	x	86	x	88	x	x	87	87					
I'm satisfied with the disability benefits	92	2	97	89	86	92	100	x	95	84	100	92	100	0	91	92	x	100	91	88	0	x	91	100	99	100	96	91	91	91	91	90	0	92	x	92	x	94	x	x	89	89						
I'm satisfied with the training reimbursement benefits	90	5	97	83	89	75	100	x	84	84	88	95	85	100	0	91	88	x	100	89	88	0	x	89	100	96	86	83	92	91	91	91	90	0	92	x	90	x	100	x	86	x	x	92	92			
Pay and Benefits - AVERAGE	85	6	88	73	89	83	85	x	77	84	95	79	88	0	85	84	x	98	85	87	0	x	85	81	79	88	86	78	88	84	84	74	0	92	x	90	x	75	x	89	89	89						
OVERALL ENGAGEMENT																																																
Overall, I am very satisfied with my employer	92	3	93	83	94	92	100	x	84	98	91	85	100	0	93	92	x	100	95	88	0	x	92	100	100	83	95	82	91	91	91	91	80	0	92	x	94	x	86	x	x	95	95					
Most days, I look forward to going to work	90	5	97	83	89																																											

017

XYZ

Underwriting	Other
8	6
100	100
97	97
97	97
95	95
95	95
95	95
97	97
97	97
95	95
97	97
97	97
97	97
100	100
89	89
84	84
97	97
97	97
97	97
100	100
100	100
89	89
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89	89
95	95
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87	87
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87	87
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94	94
97	97
85	85
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94	94
94	94
93	93
95	95
95	95
92	92
89	89
92	92
95	95
95	95
89	89
92	92
93	93

017
XYZ

Underwriting	Other
8	6
76	76
79	79
95	95
76	76
76	76
76	76
76	76
76	76
76	76
95	95
87	87
81	81
87	87
97	97
97	97
94	94
76	76
87	87
91	91
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87	87
89	89
92	92
89	89
95	95
92	92
95	95
92	92
92	92
95	95
94	94
97	97
105	105
93	93