# EMPLOYEE ENGAGEMENT
COMMENT ANALYTICS

Comment Analytics provides breakout details on sentiments and common themes addressed in the verbatim comment responses to open-ended questions. Users may expand themes to view further distribution details of theme focus areas or click-thru from any theme to view the associated comments.

Please note: Comment Analytics provides verbatim comments from your survey for the following items (if applicable):

- What do you like most about working for this organization?
- Please provide one suggestion on how to make this organization a better place to work.
- In response to this survey, what actions would you take to improve your area and/or the organization?
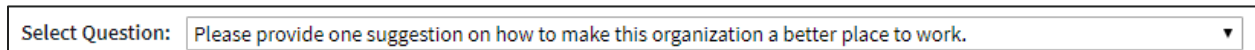
Navigate to Comments

First select the Comments tab, and Comment Analytics subtab.
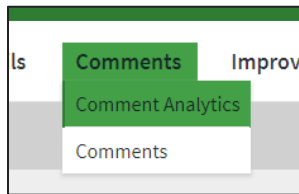
Selections

To view an item, select it from the Select Question drop-down menu.

Number of Responses & Sentiments

- At the top left of the page, you will see the number of responses based on your selections.
- The top right will show the total number of respondents.
- In the top portion of the page the percentage of comments in each Sentiment category is displayed. Note these will update as you make changes to the Question, Theme, Focus, and Sentiment selections.
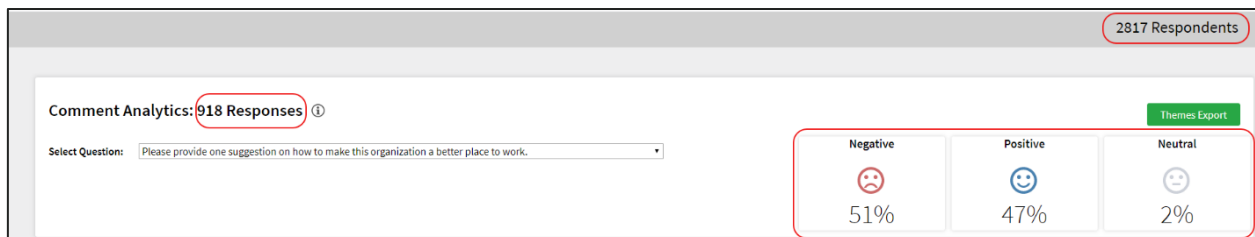
Top 5

The center section of the page shows the top 5 Themes which received the most comments (Top 5 Commented), most positive comments (Top 5 Positive), and most negative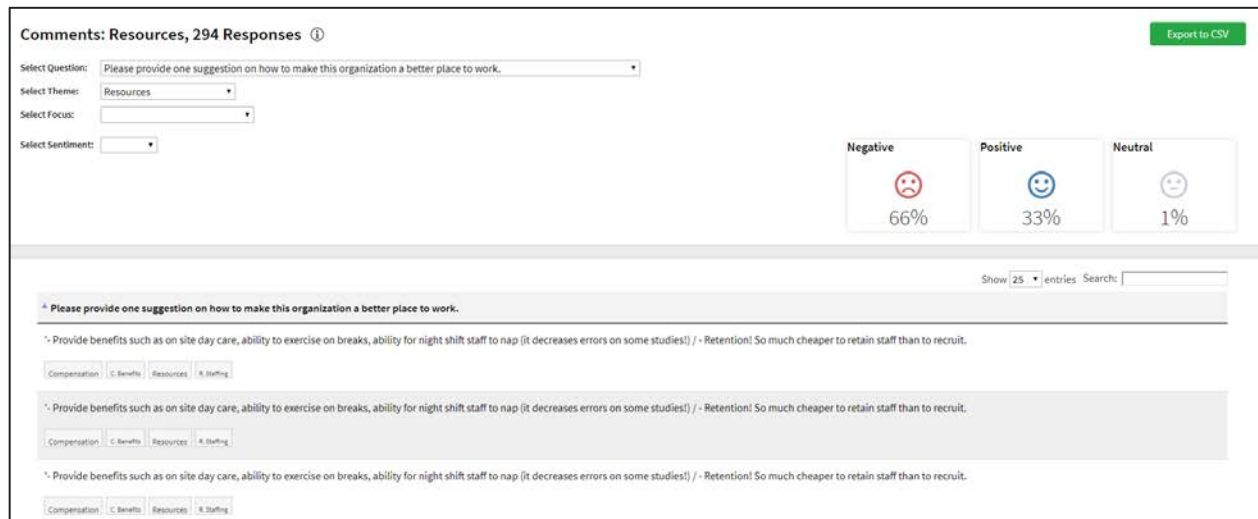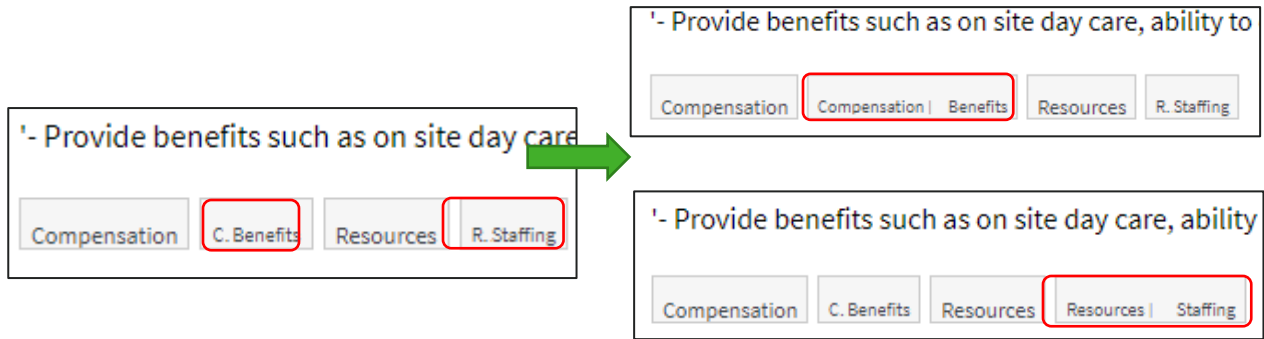 comments (Top 5 Negative). The themes and number of comments within each theme are displayed. The graph is a visual representation of the count or number of comments in the theme. The sentiment of the comments are color-coded throughout the page: blue for positive, gray for neutral, and red for negative.

Top 5 Commented			Top 5 Positive			Top 5 Negative	
Themes	**Count**		**Themes**	**Count**		**Themes**	**Count**
Resources	294		Internal Experience	136		Resources	194
Internal Experience	282		Resources	96		Staff	158
Staff	249		Compensation	87		Compensation	148
Compensation	238		Staff	80		Internal Experience	142
External	142		External	79		External	60

To view the comments included in any of the Top 5 lists, simply click on the name of a Theme. This takes you to the same report format you see in the Comments subtab.

Comments: Resources, 294 Responses ⓘ   Export to CSV

Select Question: Please provide one suggestion on how to make this organization a better place to work.   ▼
Select Theme: Resources   ▼
Select Focus: ▼
Select Sentiment: ▼

Negative	Positive	Neutral
☹	☺	☺
66%	33%	1%

Show 25 ▼ entries   Search:

▲ Please provide one suggestion on how to make this organization a better place to work.

'- Provide benefits such as on site day care, ability to exercise on breaks, ability for night shift staff to nap (it decreases errors on some studies!) / - Retention! So much cheaper to retain staff than to recruit.

Compensation   C.Benefits   Resources   R.Staffing

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Hover over any of the Themes and Filters assigned to a comment to expand the description.

Themes

The bottom of the page lists the Themes, number of comments included, and the percentage of positive, neutral, and negative comments. Select the arrow next to a Theme to view the Focus areas within the Theme.

Themes	Count	Positive	Neutral	Negative	Distribution
▸ Compensation	238	87	3	148	37% 1% 62%
▾ Development	67	43	0	24	64% 0% 36%
▫ Career Advancement	24	14	0	10	58% 0% 42%
▫ Education/Training	37	30	0	7	81% 0% 19%
▫ Leadership Development	6	0	0	6	0% 0% 100%

Click on the Theme or Focus to view the comments included in that specific Theme or Focus. This takes you to the same report format you will see in the Comments subtab.

Note that some comments may be assigned to multiple themes.

THEMES EXPORT

All the themes, response counts, and sentiment percentages and counts can be exported to CSV by clicking the Export to CSV button.