

While customer is the reason for an organization’s existence and the stakeholders need to be satisfied to keep the organization going, it is possible only through satisfied employees. While positive employee attitudes may not be enough to fully overcome problems with product or internal processes, it can certainly reduce the damage that product/process problems cause to customer satisfaction and also make positive contributions to improve the same. The same positive attitude towards internal customers can do miracles in the organization resulting into enhanced productivity.

The link between employee attitude and customer satisfaction is quite visible in all aspects of our everyday life. In addition to improved customer and stakeholder satisfaction, other benefits of measuring and improving employee satisfaction include reduced attrition levels and associated reductions in recruitment and training costs. Also, an improved reputation of your company as a place to work may make it easier to attract quality employees.

The Skillscape ESS consists of an open-ended questionnaire section and the report includes quite detailed level-wise, category-wise analysis along with major observations and recommendations to improve employee satisfaction and thus the organizational performance. Skillscape provides an option of getting involved in the subsequent drawing out specific action plans and monitoring implementation thereof.

**Process Map**

