

Industry: Healthcare
Survey type: Employee satisfaction

Benchmark	Happy Index	NPS (adapted)	Average	NPS®
Top 5%	95	86	4.78	80
Top 10%	91	79	4.65	70
Top 20%	85	62	4.39	47
Top 30%	80	51	4.21	34
Top 40%	77	42	4.07	21
Top 50%	73	32	3.92	9
Top 60%	69	23	3.77	-1
Top 70%	65	14	3.58	-12
Top 80%	57	-1	3.29	-23
Top 90%	51	-17	3.02	-41

Industry: Manufacturing
Survey type: Employee satisfaction

Benchmark	Happy Index	NPS (adapted)	Average	NPS®
Top 5%	92	81	4.69	70
Top 10%	86	65	4.43	51
Top 20%	78	45	4.13	28
Top 30%	72	33	3.90	13
Top 40%	67	22	3.70	2
Top 50%	63	13	3.51	-9
Top 60%	58	3	3.31	-20
Top 70%	53	-8	3.11	-30
Top 80%	46	-21	2.85	-38
Top 90%	38	-36	2.52	-51

Industry: Other
Survey type: Employee satisfaction

Benchmark	Happy Index	NPS (adapted)	Average	NPS®
Top 5%	94	86	4.78	80
Top 10%	91	78	4.64	72
Top 20%	87	66	4.47	56
Top 30%	81	57	4.25	37
Top 40%	77	43	4.08	25
Top 50%	72	32	3.88	9
Top 60%	67	21	3.69	-3
Top 70%	62	9	3.47	-13
Top 80%	57	1	3.30	-26
Top 90%	51	-12	3.03	-42

Industry: Retail
Survey type: Employee satisfaction

Benchmark	Happy Index	NPS (adapted)	Average	NPS®
Top 5%	92	81	4.69	74
Top 10%	90	73	4.59	66
Top 20%	86	64	4.43	51
Top 30%	82	55	4.28	38
Top 40%	77	44	4.07	29
Top 50%	72	30	3.88	15
Top 60%	68	25	3.73	2
Top 70%	63	12	3.52	-7
Top 80%	57	1	3.29	-21
Top 90%	46	-23	2.83	-40

Industry: Services
Survey type: Employee satisfaction

Benchmark	Happy Index	NPS (adapted)	Average	NPS®
Top 5%	93	82	4.73	75
Top 10%	91	76	4.62	66
Top 20%	86	63	4.42	51
Top 30%	81	52	4.25	35
Top 40%	77	43	4.09	23
Top 50%	73	33	3.93	12
Top 60%	68	23	3.74	1
Top 70%	65	15	3.58	-10
Top 80%	58	2	3.33	-23
Top 90%	49	-17	2.94	-37

Industry: Technology
Survey type: Employee satisfaction

Benchmark	Happy Index	NPS (adapted)	Average	NPS®
Top 5%	94	86	4.77	81
Top 10%	91	77	4.64	71
Top 20%	86	66	4.45	53
Top 30%	81	52	4.25	36
Top 40%	78	45	4.11	23
Top 50%	74	31	3.95	8
Top 60%	68	22	3.73	-7
Top 70%	66	12	3.62	-16
Top 80%	59	0	3.36	-29
Top 90%	51	-16	3.03	-40

Industry: Transportation
Survey type: Employee satisfaction

Benchmark	Happy Index	NPS (adapted)	Average	NPS®
Top 5%	90	75	4.61	69
Top 10%	86	64	4.44	52
Top 20%	82	55	4.27	39
Top 30%	76	39	4.03	25
Top 40%	70	27	3.80	11
Top 50%	65	21	3.59	2
Top 60%	60	11	3.40	-10
Top 70%	55	-1	3.20	-22
Top 80%	49	-15	2.95	-36
Top 90%	41	-29	2.65	-45