



SURVEY RESULTS · H2 2026

eNPS — Employee Net Promoter Score

eNPS improved significantly to +20. Sales & Marketing is the one team in negative territory.



ORGANISATION

**Meridian Tech
Services**

IT & IT-enabled services, Bengaluru,
India

RESPONSES

555 / 720

77% response rate

COMPARED WITH

H1 2026

522 responses, 73%

Fictional organisation. Responses are simulated for illustration; every score, range, test and driver in this report was computed by the AXIS360 Pulse scoring engine.

EXECUTIVE SUMMARY

What the results say

eNPS improved significantly to +20. Sales & Marketing is the one team in negative territory.

77%

Response rate (555 of 720), was
73%

+20

eNPS (was +6 in H1 2026)

1▲ 0▼

Themes that genuinely improved
/ worsened since H1 2026

Key findings

- 1 eNPS rose from +6 to +20, a statistically significant improvement.
- 2 42% of respondents are promoters (9–10), 36% passives (7–8) and 22% detractors (0–6).
- 3 Sales & Marketing sits at –12, consistent with its lower psychological safety and pay scores in the other modules.
- 4 eNPS is a quick read on advocacy. Use the deeper modules to understand why it moves.

About this module

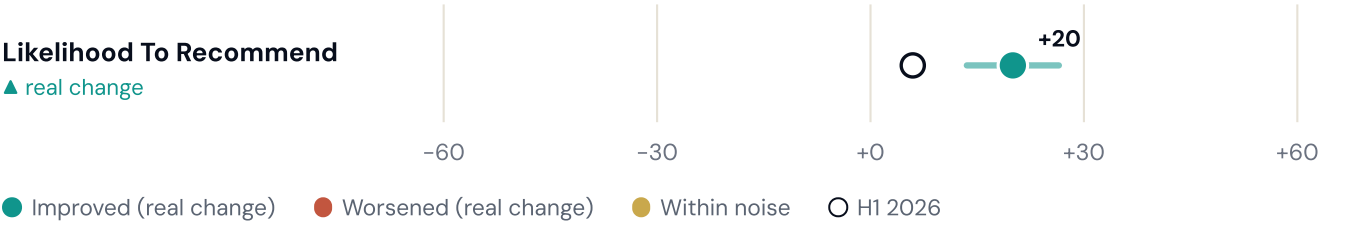
A single-item likelihood-to-recommend score, adapted from Reichheld's Net Promoter methodology to the employee context — the simplest longitudinal read on how people feel about working here.

Scale: eNPS (–100 to +100). Score = % promoters (9–10) minus % detractors (0–6).

SCORES BY THEME

Where the organisation stands

Filled dot: H2 2026 score with its 95% confidence range. Hollow dot: H1 2026. Only changes larger than chance would explain ($p < 0.05$) are marked as real change.



THEME	SCORE	95% RANGE	H1 2026	CHANGE	VERDICT
Likelihood To Recommend	+20	+14 – +26	+6	+14	▲ real change

How answers are spread

Share of respondents by eNPS group.



BY TEAM · WHERE TO FOCUS

How each team experiences it

Scores for each team in H2 2026. Darker teal is stronger, terracotta is weaker.

		Likelihood To Recommend
Whole organisation	n=555	+20
Engineering	n=205	+26
Delivery & Projects	n=163	+13
Customer Success	n=100	+34
Sales & Marketing	n=56	-12
HR & Finance	n=27	+26
Leadership Office	n=4	hidden

Why is a team hidden? Any group with fewer than 5 respondents is never shown, so no one can work out who said what. Leadership Office had 4 respondents. Their answers are still included in the whole-organisation score.

Priority areas

Pulse ranks team-and-theme results with falling scores first, then the lowest, so emerging problems surface before they become the lowest scores. Each comes with a suggested starting point.

Sales & Marketing · Likelihood To Recommend: -12 declining -3

Run short listening sessions with passives (7–8): they are closest to becoming promoters.

HR & Finance · Likelihood To Recommend: +26 declining -18

Same starting point as above, tailored to this team.

Delivery & Projects · Likelihood To Recommend: +13 improving +11

Same starting point as above, tailored to this team.

ABOUT THIS REPORT

How to read these results

Anonymity

Each person answered through a single-use link that carries no name or email. Results are only ever shown for groups of five or more; smaller groups are hidden everywhere, including in exports. Individual answers are never shown to anyone.

Scores and confidence ranges

eNPS is the percentage of promoters (9–10) minus the percentage of detractors (0–6), from –100 to +100. The 95% range shows how much a score could plausibly move with a different set of respondents: smaller groups have wider ranges.

Real change versus noise

Changes since H1 2026 are tested statistically (a two-sided z-test). Only changes with $p < 0.05$ are marked as real change; anything else is within the movement you would expect by chance and should not drive decisions on its own.

The science behind the module

All statements are original wording grounded in published, citable research. No licensed or proprietary item banks are used.

This is a sample report. Meridian Tech Services is a fictional organisation and the responses are simulated. Every number in this report was produced by the AXIS360 Pulse scoring engine, exactly as it would be for a real client.

To see Pulse with your own organisation: hi@nonverbals.com · +91 76767 09796 · axis360pulse.com