Replacing a single employee can cost 200% of salary or more! Yet 20% of workers voluntarily leave their jobs each year, and another 16% are fired or let go. And unhappy employees create bad customer experiences, leading to $62 billion in lost revenue yearly for U.S. businesses alone.

People Analytics, also known as Workforce Analytics, helps human resources teams hire better, reduce turnover, and improve performance. Within this framework, Voice of Employee (VoE) programs gather, analyze and interpret employee feedback to identify and explain concerns and pain points. Manual Voice of Employee analysis is slow and expensive. Lexalytics uses natural language processing (NLP) and artificial intelligence to provide elegant, efficient solutions for rich, multi-layered VoE analytics.

Voice of Employee Analytics

GATHER
Connect all of your data sources into one platform to break down siloes: surveys, reviews, messages, emails, chat threads, and other internal and external communications.

PROCESS
Configure and run NLP analyses tuned to HR language, no coding or engineering experience needed. Build custom analytics dashboards, or export to your preferred BI tool.

ANALYZE
See what employees are talking about, how they feel and why they feel that way. Tell powerful stories of employee experiences and paint pictures of organizational health.

ACT
Identify common topics, trends and patterns. Trace root causes and find supporting data. Understand the factors driving employee churn and impacting performance. Make clear, compelling recommendations.

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Figures 1 & 2: Polarity data visualization from insurance company employee reviews
Why Lexalytics for VoE?

POWER
A general-purpose people analytics system might include basic document-level text analytics. Our tools draw on diverse data sources to show you what employees are talking about, how they feel and why they feel that way.

COST
Accounting for people-hours, manual survey analysis can exceed $100,000 per year. Lexalytics reduces manual survey coding by up to 90% and scales effortlessly to handle your document flow, for a fraction the cost.

SUPPORT
We will custom-fit our solutions to match your exact analysis, scalability and privacy requirements. Our services team can build custom topic taxonomies, tune our sentiment models to your industry’s language, train machine learning models and more.

SECURITY
More data is falling under regulatory review and privacy requirements. Lexalytics offers the only solutions that are available across all deployment models to meet your regulatory compliance and security demands.

INDUSTRY PACK:
VOICE OF EMPLOYEE
Pre-built plug-and-play tuning configuration. 185 unique categories and 23,000 sentiment phrases drawn from real employee feedback.

lexalytics.com/technology/industry-packs

Harvard Business Review
...Organizations that use workforce analytics have the most engaged workforces and they thrive in tough conditions.
— Tim Ringo, Workforce Analytics Isn’t as Scary as It Sounds Harvard Business Review

Figure 4 | Word cloud visualization from insurance company employee reviews

Figure 3 | Graph visualization from insurance company employee reviews

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