

MailPoet Employee Satisfaction Survey

10 PARTICIPANTS

MISSION, VISION, VALUES

1. The company strategy is understandable for everyone.

Lowest: 2 / Highest: 5

4.1

2. What do you think should be the company values?

- Reliability (3)
- Trust
- Respect
- Open-mindedness
- Quality (4)
- Work ethic
- Honour
- Work/life balance
- Empathy (2)
- Friendship
- Teamwork
- Employees should love working in the company
- Honesty (2)
- Integrity
- Integrity

COMMITMENT TO COMPANY & PRODUCT

3. If there is an open position at MailPoet, I would recommend it to my friends.

4.5

Lowest: 3 / Highest: 5

4. I would recommend my friends and family to use MailPoet.

4.5

Lowest: 3 / Highest: 5

WORK, ROLE, TASKS

5. I am motivated to do my everyday job.

4.5

Lowest: 3 / Highest: 5

6. I like my work at MailPoet.

4.4

Lowest: 2 / Highest: 5

7. I am satisfied with the job-related training my organisation offers.

Lowest: 3 / Highest: 5

4.1

8. I have opportunity to apply my talents.

Lowest: 2 / Highest: 5

3.9

9. I understand how my daily tasks feed into the overall goals and strategies of the company.

Lowest: 4 / Highest: 5

4.7

WORK, ROLE, TASKS

TOTAL AVERAGE: 4.3

10. At MailPoet, co-workers adapt quickly to difficult situations.

4.3

Lowest: 3 / Highest: 5

11. I can share honest feedback with my colleagues.

4.7

Lowest: 4 / Highest: 5

12. I have a good relationship with my colleagues.

4.5

Lowest: 3 / Highest: 5

13. If I need support, my team is there for me.

4.6

Lowest: 3 / Highest: 5

14. I feel that I am an important part of the team.

4.3

Lowest: 3 / Highest: 5

15. I feel that my ideas are needed.

Lowest: 3 / Highest: 5

4.4

16. I am satisfied with the company culture at MailPoet.

Lowest: 3 / Highest: 5

4.6

TEAM AND COMPANY
TOTAL AVERAGE: 4.5

MANAGER

17. I have a good work relationship with my supervisor.

Lowest: 3 / Highest: 5

4.8

18. I get appropriate amount of feedback from my manager.

Lowest: 2 / Highest: 5

4.4

19. The feedback I get from my manager helps me to grow in the position and improve my work.

Lowest: 2 / Highest: 5

4.4

20. I can give feedback to my manager.

Lowest: 2 / Highest: 5

4.7

MANAGER

TOTAL AVERAGE:

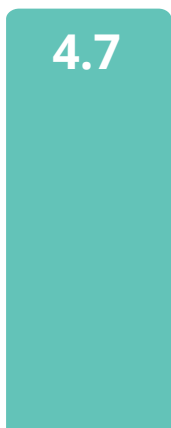
4.6

IMPORTANCE – SATISFACTION COMPARISON

 *Importance*

 *Satisfaction*

SALARY

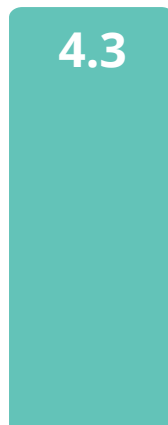


Importance



Satisfaction

JOB SECURITY

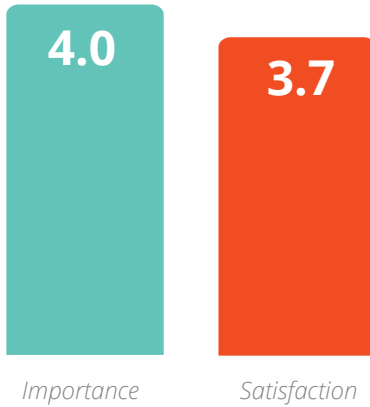


Importance

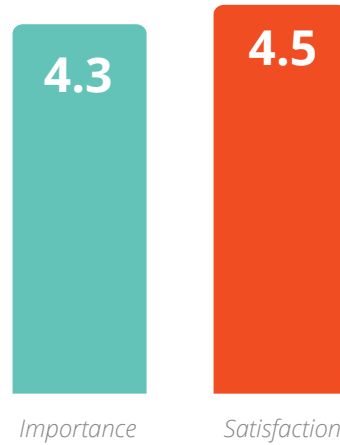


Satisfaction

CAREER DEVELOPMENT



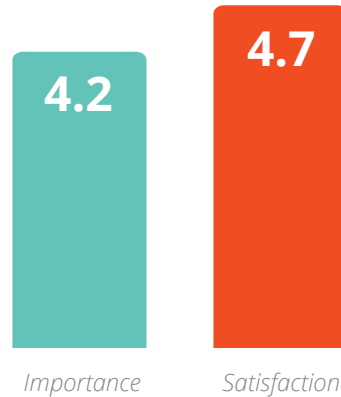
WORK/LIFE BALANCE



BELIEVING IN THE PRODUCT



GOOD RELATIONSHIP WITH MANAGER



What do you think is MailPoet biggest challenge?

- Refactoring plugin code;
- Getting to a million active installs/scaling up;
- Competing with MailChimp;
- Keeping up with tech that constantly evolves;
- Converting MP2 users to MP3;
- Determining what customers actually need;
- Pick the correct product improvements;
- Convert free/MP2 customers to premium/MP3 and keep them for the longest period of time;
- Keep the codebase maintainable while adding more and more features.

Whats it's the best thing about MailPoet?

stressless environment

way of working

remote work

the team

simple to use

free Fridays

Feel free to give any general feedback or share ideas here.

What do you think could be done to make the company or your job better?

More reliable tools for testing sending issues.

Greater visibility in sending issues, for example for MSS there should be some way of tracking individual Newsletters sent on a domain basis and how many were dropped which emails were dropped etc. Splunk sort of does this, but it's clunky at best.

I really like my job, and I look forward to doing it every day. It's challenging, at times, but that's a good push to keep learning.