

Voice of Employees

Sorwe Digitalised the Feedback Tool of Koctas for 3,200 employees, made it available 7/24 Activated common mind for a collaborative and inclusive working culture.

Became the Voice of 3,200 Employees

Sorwe made 3,200 employees to be heard by building a double-sided communication opportunity.

Reached 95% Engagement

85% of employees showed engagement within first 3 days and in total 95% of employees participated within first week for assigned jobs or feedback requests.

Tracking Real-Time Satisfaction and Leadership Performance

Employee satisfaction is affecting leadership performance for their leaders.

Quick Pulse Surveys

Tracking atmosphere in workplace and update employee datas in systems regularly.

Decreased the Workload from 6 weeks to 3 days

Data collection and reporting time decreased from 6 weeks to only 3 days in Voice of Employee Project with Sorwe.

Intelligent Performance Management System

Sorwe collected all parameters, analysing and calculating performance scores for each employee from HQ to stores. Everybody is tracing their instant performance score from mobile devices.

+20k Text Analysed by AI

Text based employee feedbacks were analysed and reported in a single page by AI based text analysis technology of Sorwe.

Challenges

- Participation and interaction of employees with the company
- Getting real-time feedback form employees
- Collecting and validating reliable data from every day business activities
- Manual and Inefficient Leadership Performance Management
- Low engagement due to complex and manual processes in all levels
- Management difficulties and high operational cost of internal feedback project, huge amount of manual work for text-based feedbacks

Solutions

- Jet Survey - Advanced pulse surveys
- Happiness Barometer
- Suggest Suggestion System
- Sorwe Analytics Text Anaysis Tech.
- Custom Reporting Design

Project Voice of Employees: Creating Common mind with all employees fo future of Koçtaş

Koçtaş, which is the leader in homeware and improvement retail, opened its first store in 1996 in Izmir \ Turkey. Kocatas continued its strong growth by opening stores after signing a partnership agreement with B&Q, which is one of the sector leaders with a ranking of third in the world's home improvement retailing. Koçtaş runs more than 50 stores with 3,200 employees.

By initiating the 'Voice of Employee Project', they aimed to create a feedback tool to understand the satisfaction of employees in field activities and to evaluate performances within the company to come up with a solid action plan. The Project started to be managed by nine people, who carried out the processes from data entry to reporting, mostly manually. The main challenge was the lengthy manual procedures which took 6-8 weeks of workload. The need for an efficient solution was a must.

Because of this long process, Koçtaş missed the opportunities to use its field insights in many areas from market and product research to customer satisfaction and to stay ahead of its competitors.

Real-time feedback collection and analysis system would create very dynamic teams and bring a competitive advantage to the company in the market.



Why Sorwe



**User Friendly
Mobile Technology**



**Intelligent Visual
Reporting**



Gamified Experience



**End to End Digital Process
in single interface**



7/24 Technical Support

End to End Digitalisation and Improved Employee Experience with Sorwe

We have integrated Sorwe solutions into the Project 'Voice of Employees'

We reached all employees instantly and got involved in their daily lives.

Less than a day, through the link that we sent in the email, employees downloaded the Sorwe App and logged in with their details. Sorwe became a platform for employees to share their opinion and comments with their company whenever and wherever they need.

Employees were asked to complete happiness barometer and customised surveys once a month, which lasts less than 1 minute and prevents any work disruption compared to long offline surveys. Employees were able to share their suggestions and complaints with Sugesto suggestion system wherever and whenever they want from the App, with a guarantee of full anonymity by Sorwe.

Thanks to the feedback network obtained in 6 months, Koçtaş started to use the artificial intelligence-based text interpretation and sentiment analyses solution that Sorwe developed within the scope of Sorwe Analytics to evaluate thousands of suggestions received at any time of the day.

"I would not think of such a digital platform can transfer my voice easily to top management. Thanks to Sorwe, I felt valuable for my company. I know now my company is listening to me and willing to take actions for myself and my customer's satisfaction."

Store Staff

What is Jet Survey

It is an advance in house survey and analysis tool to collect realtime feedback for companies. Companies can use many ready to use surveys or can design their survey o tests in 4 easy steps. Our infrastructure is also allowing us to create intelligent flow and segmentation depend on a different focus group in your study.

Design your survey, collect answers and analyse results. Complete all process within minutes.

Intelligent reminder system will increase participation in your all surveys which you need a quick reaction.

What is Happiness Barometer

It gives the current and expected weather condition of your company. By measuring the happiness of your employees as often as you wish, either daily or monthly, you can notice the sunny, rainy or stormy departments and teams in your company and prepare your targeted action plans. Happiness Barometer is practical and fun, it has become most popular feature of Sorwe so far.

What is Intelligent Text Analysing

Companies with high employee numbers receive more than thousand suggestions, complains or feedbacks in short times. Who can really read all of them and analyse to turn into action plans quickly? Sorwe can.

AI based Sorwe Analytics can categorise all of text-based feedbacks depending on topic, plus understand the emotional situation of the message and report you as positive, negative or neutral in one-page report.

Sorwe fastens feedback collection and delivers reliable analytics for strong action plans in the right time.

The data collection process reduced from 6 weeks to 3 days.

+85% engagement was reached in just three days, and 98% attendance is recognized at the end of the survey period.

The project team of 9 people were directed to more productive tasks based on actions.

With the advantages of the speed brought by the technology of Sorwe, projects that were previously planned but not implemented were put into operation.

“We use Sorwe for various researches, survey applications and leadership performance management, and our employees can easily share their opinions. Research and performance system results can be followed up with instant reporting, and the views of our employees can be reported quickly. Sorwe technical team is ready for cooperation in all kinds of improvement and development works. As Koçtaş, we thank Sorwe for their support of our processes to be more efficient.”

Büşra Türker

Employee feedback has started to be used in many areas from product research, marketing, customer satisfaction evaluations to performance system.

About Sorwe

Sorwe is the end to end digital employee experience platform. We combine employee experience with human analytics and create happier and more connected teams with the solutions we offer to modern companies who believe in human-oriented approach for the secret of success. Sorwe is selected one of the best innovative companies by Global Entrepreneurs Program (GEP) by the UK movement in 2019. Sorwe has offices in London and Istanbul while Sorwe’s end to end digital HR services are being used in +10 countries. We are aiming to create sustainable high performance culture for future of companies globally.

