

**Industry: Healthcare****Survey type: Employee satisfaction**

Benchmark	Happy Index	NPS®	Average
Top 5%	95	86	4.78
Top 10%	91	79	4.65
Top 20%	85	62	4.39
Top 30%	80	52	4.21
Top 40%	77	42	4.07
Top 50%	73	33	3.92
Top 60%	69	23	3.77
Top 70%	64	13	3.56
Top 80%	57	-1	3.27
Top 90%	50	-19	3.01

**Industry: Manufacturing****Survey type: Employee satisfaction**

Benchmark	Happy Index	NPS®	Average
Top 5%	93	82	4.72
Top 10%	86	67	4.45
Top 20%	78	43	4.10
Top 30%	71	31	3.85
Top 40%	67	22	3.67
Top 50%	63	13	3.51
Top 60%	58	4	3.33
Top 70%	53	-7	3.12
Top 80%	47	-20	2.88
Top 90%	38	-36	2.53

**Industry: Other****Survey type: Employee satisfaction**

Benchmark	Happy Index	NPS®	Average
Top 5%	94	86	4.78
Top 10%	91	78	4.64
Top 20%	87	67	4.47
Top 30%	81	57	4.25
Top 40%	77	44	4.09
Top 50%	73	32	3.91
Top 60%	68	24	3.71
Top 70%	62	10	3.47
Top 80%	58	1	3.30
Top 90%	52	-11	3.07

**Industry: Retail****Survey type: Employee satisfaction**

Benchmark	Happy Index	NPS®	Average
Top 5%	92	80	4.69
Top 10%	89	73	4.57
Top 20%	86	64	4.43
Top 30%	82	54	4.28
Top 40%	77	44	4.08
Top 50%	72	31	3.89
Top 60%	68	25	3.73
Top 70%	64	12	3.56
Top 80%	57	0	3.27
Top 90%	46	-24	2.82

**Industry: Services****Survey type: Employee satisfaction**

Benchmark	Happy Index	NPS®	Average
Top 5%	93	82	4.73
Top 10%	91	76	4.62
Top 20%	86	63	4.42
Top 30%	81	52	4.25
Top 40%	77	43	4.09
Top 50%	73	33	3.93
Top 60%	68	23	3.74
Top 70%	64	14	3.58
Top 80%	58	2	3.32
Top 90%	49	-16	2.95

**Industry: Technology****Survey type: Employee satisfaction**

Benchmark	Happy Index	NPS®	Average
Top 5%	94	86	4.77
Top 10%	91	78	4.64
Top 20%	86	65	4.45
Top 30%	82	53	4.27
Top 40%	78	45	4.11
Top 50%	74	31	3.98
Top 60%	69	24	3.75
Top 70%	66	14	3.64
Top 80%	59	1	3.37
Top 90%	51	-15	3.04

**Industry: Transportation****Survey type: Employee satisfaction**

Benchmark	Happy Index	NPS®	Average
Top 5%	90	75	4.61
Top 10%	86	64	4.44
Top 20%	81	53	4.23
Top 30%	75	37	3.98
Top 40%	70	27	3.78
Top 50%	64	19	3.57
Top 60%	59	8	3.35
Top 70%	55	-5	3.19
Top 80%	48	-16	2.93
Top 90%	41	-30	2.64