



Name of your organization: Majesco

How do you use the People Insights Platform today?

We've utilized the People Insights Platform for 3 years in a row. In 2024, we added three new initiatives across the Ask and Sense platforms to extend our employee listening efforts to onboarding employees, exiting employees, and acquired employees.

Before elaborating on how we use the People Insights Platform, it's important to explain why we chose Perceptyx. After vetting several employee surveying companies in the market, we saw a lot of great technology and tools, but Perceptyx offered the missing piece we were looking for. Perceptyx's project team and data analytics was the critical component we needed to not only collect employee data but analyze it for future use. The survey knowledge on the Perceptyx team has impacted how we leverage the results. From expert advice, to leadership presentations, to navigating scores compared to other organizations today, Perceptyx delivers much more than a standard employee surveying tool.

We use the People Insights Platform to create a story of who we are and what our next chapter will be. The dynamic slicing and dicing of reports and comparative data provides our team with the information needed to define our priorities and upcoming initiatives. The platform allows our organization to collect the sentiment of our population and enables leaders to be accountable for their teams and encourage them to act on specific results.

Majesco branded our annual employee opinion survey 'Your Voice'. In the spirit of collecting our employee's opinions, we utilize the People Insights Platform to reinforce to our employee base that "we hear your voice, and here's what we're doing with it". Before the survey even closes, we emphasize the importance of transparency and engagement, coach our leaders and managers on how to analyze and share their team-level results, and encourage employees to closely participate and execute action plans moving forward.

As we approach 2024, we are working on some parallel projects to reach targeted groups of employees – incoming, exiting and acquired. By homing in on these specific groups of employees, we can use their feedback to directly improve the current processes and evolve into the best version of Majesco.





Please share your EX Impact story. Detail your challenge, solution, and impact.

In our 2022 annual employee survey, the lowest scoring questions were “there is effective communication between departments” and “I am satisfied with the training I receive”. Both questions are deeply intertwined with the productivity and fulfillment of our employees and thus – needed to be addressed quickly.

Our challenges were 1. How do we offer improved training and development opportunities, so our employees feel valued and cultivated. 2. How do we ensure that the communication that is shared at the top levels of our organization are communicated in a way that that all employees are aware and engaged in updates, activities, and strategies.

To address the training and development concerns, we organized a Development Day in which employees were encouraged to take the day to explore trainings, courses and other education that would foster their development and satisfy their curiosities. Additionally, we transformed our marketing and training opportunities throughout the company. We went from an open enrollment approach to a more targeted approach, really aligning employees with trainings they may be interested in based on tenure, role and career stream. To further improve how employees can access the training materials offered, we simplified and strengthened our learning management platform’s visuals and navigation.

To further support this initiative, we implemented a new Leaders on Leaders series for Majesco employees to hear important insights from senior leaders on leadership and growth topics. Our Manager Essentials program, for cohorts of managers, was designed to further strengthen their skills in an array of topics over six months of synchronous and asynchronous lessons. This was implemented to create more training and development opportunities and build a bridge between the engaged employees and how they can take accountability for their own career development.

After a year of investment and revamping our training and development approach, we saw the results of those efforts in our recent 2023 survey. The same question increased in favorability by 8 points, making it one of our highest trended improvements. Our Growth and Development category scored an overall 80% favorability. This indicated that when our employees feel comfortable and confident enough to share their thoughts, we can implement changes that make an impact throughout the organization. And likewise, our employee population sees that when they share their ideas and concerns, Majesco cares about their satisfaction enough to implement new ideas and prioritize improvements.





Our second challenge was different from the first in that it was much more localized. Looking at the efficiency of communication between departments, we found that our corporate functions, HR, Facilities, Finance, Legal and ITGS, all have common goals in how we support the business. Those areas all had similar survey feedback and scores, allowing us to create a joint solution that would benefit several areas. We also implemented “Quarterly Connections” designed for corporate functions including HR, Facilities, Finance, Legal and ITGS. These sessions were split into two parts, the first half aligned with business initiatives and updates so employees could learn about what work and accomplishments were taking place in other departments. The second half was geared towards building connections across the teams with games, open discussions and sharing. As a result, our corporate functions were able to better understand each other’s business priorities and accomplishments, while building social bridges between teams. The goal is to strengthen our company core values of collaboration, empathy, and curiosity.

This was a great opportunity to action plan in a more focused approach. The employee listening team and leadership were able to look at our annual employee opinion scores, make note of the areas for improvement that impacted various teams with common goals, and then gather those same teams to actively participate in the solution.

Prior to using Perceptyx in 2021, we faced typical challenges of the Pandemic, transitioned into a Remote 1st Company, were acquired by a private equity firm, overcame the Great Resignation, and internal leadership and organizational changes. And through all those changes and times of uncertainty, our surveys have given us the fuel we need to make change in specific directions that ultimately help us retain, maintain and attract great talent at Majesco.

Do you have any additional KPIs/Metrics to demonstrate your impact on EX?

From our first-year results to most recent, we have only trended upwards and gradually transformed into the company we want to be for our employees. Most notably, our annual employee opinion survey participation hit 94% this year which we’ve contributed to several factors including strategic marketing, leadership buy-in and weaving in the survey’s value throughout the year.

Our employees recognize the legitimacy of this survey, and more importantly trust and rely on it to communicate their needs, opinions, and ideas. We’ve seen this cultural shift, but it’s also apparent in the 2023 data as the category of Survey Effectiveness scored 76% favorable (8-point increase from 2022) and Strategy and Future Vision scored 84% favorable (5-point increase from 2022).





Another metric that supports our growth alongside Perceptyx's tool and guidance is our employee retention and turnover. One of our goals during the Great Resignation was to limit the voluntary resignations by providing a great workplace that is worth staying at. Looking at data from 2021 to the end of 2023, we've seen an 82% decline in voluntary terminations. We attribute that incredible decline to the effort and importance Majesco puts into continuously improving their employee experience and investing in tools such as Perceptyx to bridge the gaps we come across.

Looking at 2022 scores in comparison to 2023 scores, every theme except one climbed in favorability. And the category we did not increase in, is now one of our biggest organizational priorities for 2024.

