



# THE IDFACTORY

## SATISFACTION REPORT

January 2023

## SURVEY ABOUT EMPLOYEES' SATISFACTION

The ID Factory Srl considers its employees and collaborators as an indispensable resource for its existence and future development.

For this reason, it annually carries out a survey aimed at assessing the satisfaction and involvement of its employees, with the goal of improving the aspects that received a poorer evaluation.

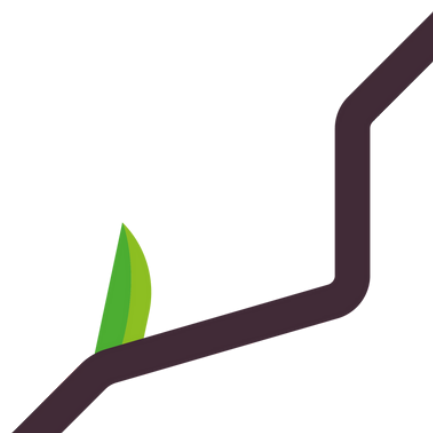
The below-mentioned survey was submitted to all The ID Factory collaborators in January 2023 and conducted by the independent counselor Melissa Dal Maso..

Dr. Dal Maso is an experienced professional in HR implementation and related activities, with a specific focus on training and development. Her primary commitments are improving processes, bridging gaps, and listening to employees to facilitate their progress.

Moreover, Dr. Dal Maso is specialized in creating customized development projects, tailored to the dimensions, policies, and ethics of each company to achieve agreed-upon objectives.

**The ID Factory SRL Società Benefit**

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## METHODOLOGY

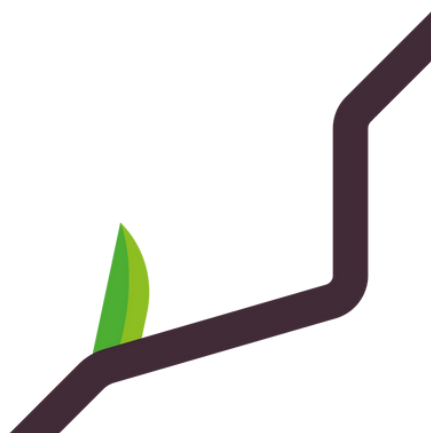
The approach adopted in this survey is of a cultural nature, wherein organizational climate (as a social variable) is the collective perception that individuals have of the organization.

The satisfaction survey administered to employees consists of 20 questions that essentially investigate five organizational dimensions within the company, along with some questions regarding general information about the respondent.

AREA	QUESTIONS NUMBER	ORGANIZATIONAL DIMENSION
1	5	Sense of Belonging and Social Utility of Work
2	2	Knowledge and Communication of Information
3	3	Individual, Group, Community
4	5	Organizational Equity
5	3	Degree of Sharing of the Evaluation System

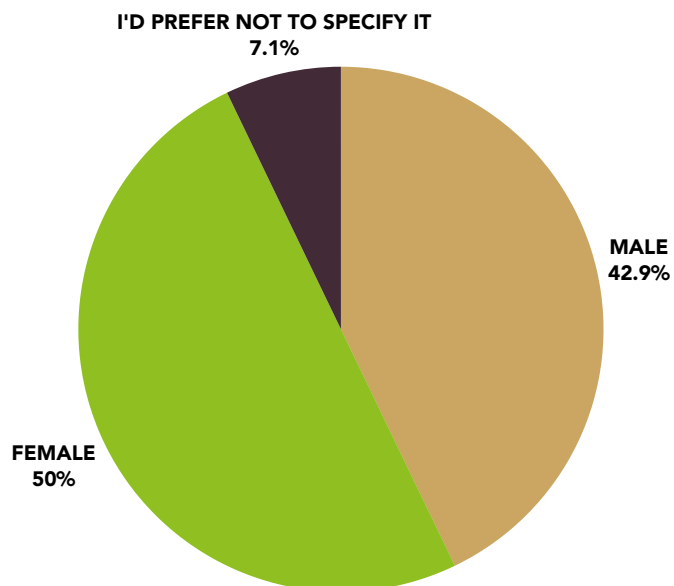
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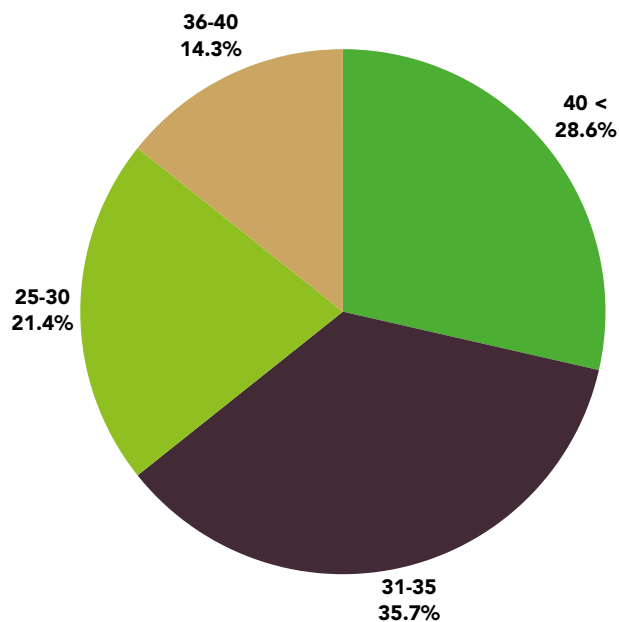


## GENERAL INFORMATION

### GENDER



### AGE



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## **Sense of Belonging and Social Utility of Work**



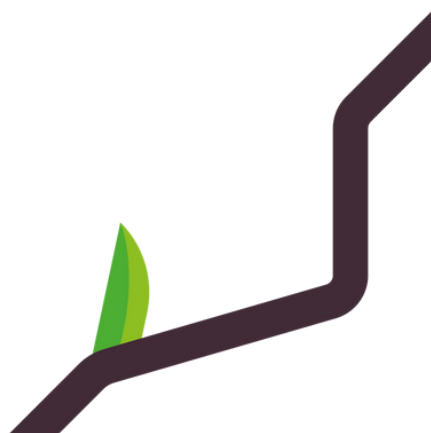
## AREA 1: Sense of Belonging and Social Utility of Work

Level of employees' agreement regarding the following statements:

STATEMENT	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE
I am happy to work for The ID Factory.	0.00%	0.00%	28.57%	71.43%
The company's values and behaviours are consistent with my personal values.	0.00%	0.00%	28.57%	71.43%
My work contributes to the development of the company.	0.00%	7.14%	57.14%	35.72%
I consider my sense of belonging to the company very high.	0.00%	14.28%	35.72%	50.00%
If given the opportunity, I would opt for a change of company.	57.14%	21.43%	21.43%	0.00%

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## AREA 1: Sense of Belonging and Social Utility of Work

Working at The ID Factory makes employees feel:

STATEMENT	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE
PROUD	0.00%	14.28%	50.00%	35.72%
INDIFFERENT	92.86%	7.14%	0.00%	0.00%
DISTRUSTFUL	85.72%	14.28%	0.00%	0.00%
RESPONSIBLE	0.00%	7.14%	35.72%	57.14%
USEFUL	0.00%	7.14%	50.00%	42.86%
CONCERNED	21.43%	50.00%	21.43%	7.14%

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## AREA 1: Sense of Belonging and Social Utility of Work

Level of employees' agreement regarding the following statements:

STATEMENT	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE
The utility of my work in relation to the company's objectives is clear.	0.00%	28.57%	28.57%	42.86%
The utility of my work in relation to my supervisor's objectives is clear.	0.00%	14.28%	42.86%	42.86%
Bureaucratic aspects hinder the progress of my work.	64.29%	14.28%	14.28%	7.14%
In the company, everyone collaborates at their best in day-to-day work.	0.00%	7.14%	50.00%	42.86%
In the company, different roles belong to distant worlds from each other.	14.28%	42.86%	42.86%	0.00%





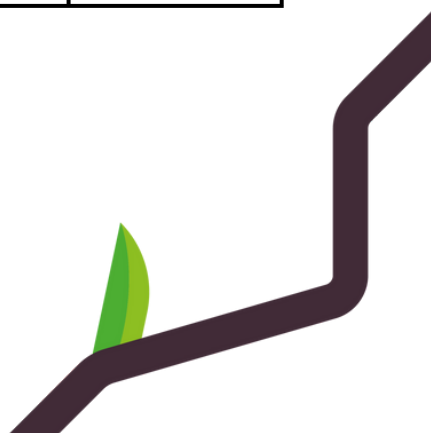
## AREA 1: Sense of Belonging and Social Utility of Work

Level of employees' agreement regarding the following statements:

STATEMENT	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE
I am able to balance work demands and personal needs.	0.00%	7.14%	50.00%	42.86%
The work organization is compatible with my personal commitments.	0.00%	7.14%	42.86%	50.00%
I am able to balance work demands and family needs.	0.00%	7.14%	35.72%	57.14%
The work organization is compatible with my family commitments.	0.00%	7.14%	35.72%	57.14%
Family needs strongly influence my professional and career path.	7.14%	35.72%	42.86%	14.28%
Balancing work and personal/family life is a source of well-being for me.	0.00%	0.00%	14.28%	85.72%

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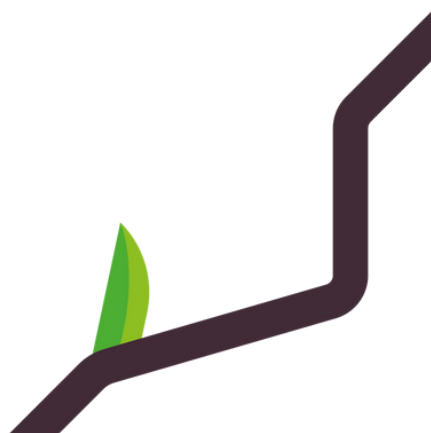
## AREA 1: Sense of Belonging and Social Utility of Work

What should be the company's priorities to ensure social and environmental responsibility:

STATEMENT	PRIORITY N°1	PRIORITY N°2	PRIORITY N°3
Employee training courses.	20.00%	53.33%	26.67%
Energy Efficiency.	20.00%	60.00%	20.00%
Mentoring by experienced employees to new hires.	25.00%	43.75%	31.25%
Inclusion of people with disabilities.	40.00%	26.67%	33.33%
Attention to equal opportunities.	25.00%	50.00%	25.00%
Focus on environmental issues.	33.33%	33.33%	33.33%
Flexible hours, job sharing, telecommuting, part-time.	37.50%	18.75%	43.75%
Actions supporting the balance between family and professional life (company or affiliated nurseries, assistance facilities for family members with disabilities, etc.).	18.75%	31.25%	50.00%

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A close-up, low-angle shot of a stack of several books. The books are arranged diagonally from the bottom left towards the top right. The pages are a light cream color, and some text is visible on the edges of the pages, though it is mostly out of focus. The topmost page shows the words "trying until the", "on, then", and "A green and blue Bible as big as the". The background is a soft, warm blur of yellow and orange tones, suggesting a window with sunlight or a warm interior light source. The overall mood is one of quiet study and intellectual pursuit.

## **Knowledge and Information Communication**

## AREA 2: Knowledge and Communication of Information

Level of employees' agreement regarding the following statements:

STATEMENT	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE
Among colleagues, we exchange useful information.	0.00%	0.00%	50.00%	50.00%
When I need information, I know who to ask.	0.00%	0.00%	35.71%	64.29%
Those who have information make it available to the group.	0.00%	21.43%	64.29%	14.28%
The way information circulates in the company is a source of well-being.	0.00%	35.71%	42.86%	21.43%
Communication exchanges occur between different work groups.	0.00%	14.28%	71.44%	14.28%
Communication flows between with different roles are a source of stress	0.00%	35.71%	35.71%	28.58%
All functions operate for the same company goals.	0.00%	7.14%	64.29%	28.58%

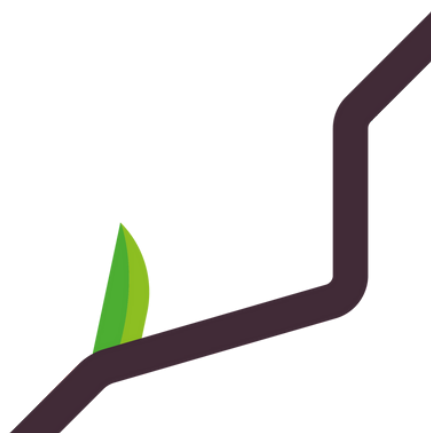
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## AREA 2: Knowledge and Communication of Information

Level of employees' agreement regarding the following statements:

STATEMENT	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE
I am familiar with the company strategies.	0.00%	21.43%	42.86%	35.71%
I share the company's objectives.	0.00%	0.00%	64.29%	35.71%
I am involved in defining company objectives.	0.00%	28.57%	42.86%	28.57%
The results achieved by the company are clear.	0.00%	7.14%	50.00%	42.86%
The contribution of my work towards achieving company objectives is clear.	0.00%	35.71%	28.57%	35.71%



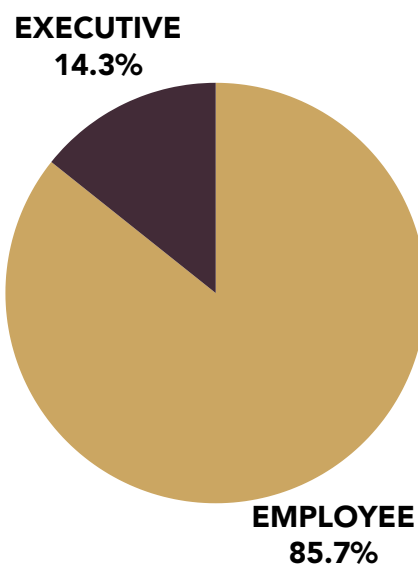


# **Individual, Group, Community**



## AREA 3: Individual, Group, Community

### JOB ROLE



Perception on the relationship with supervisors:

STATEMENT	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE
FORMAL	50.00%	28.57%	21.43%	0.00%
ENGAGING	0.00%	14.28%	50.00%	35.72%
HIERARCHICAL	35.71%	64.29%	0.00%	0.00%
PRODUCTIVE	0.00%	0.00%	35.71%	64.29%
APPROPRIATE	0.00%	0.00%	21.43%	78.57%
CONFLICTUAL	78.57%	21.43%	0.00%	0.00%

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## AREA 3: Individual, Group, Community

Level of employees' agreement regarding the following statements:

STATEMENT	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE
I am satisfied with the relationship with my colleagues.	0.00%	0.00%	42.86%	57.14%
The atmosphere among people working in my office is collaborative.	0.00%	0.00%	28.57%	71.43%
My colleagues are willing to help me even if it is not part of their usual duties.	0.00%	0.00%	42.86%	57.14%
I am willing to help my colleagues even if it is not part of my usual duties.	0.00%	0.00%	57.14%	42.86%
The atmosphere in the relationship with my colleagues is a source of well-being for me.	0.00%	14.28%	28.57%	57.14%

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# **Organizational Equity**



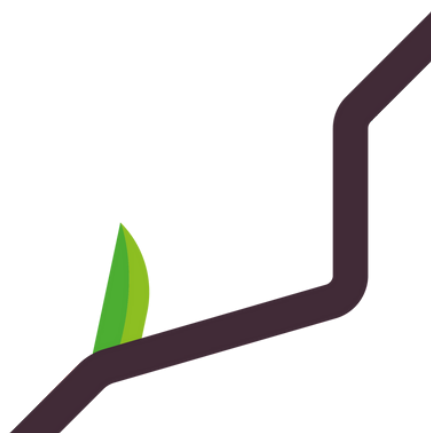
## AREA 4: Organizational Equity

Level of employees' agreement regarding the following statements:

STATEMENT	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE
Fostering professional exchange.	0.00%	21.43%	50.00%	28.57%
Promoting professional development for differently-abled individuals.	50.00%	28.57%	21.43%	0.00%
Transparency and impartiality in career mechanisms.	0.00%	28.57%	57.14%	14.28%
Promoting skill development through training and updating activities.	7.14%	14.28%	50.00%	28.57%

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## AREA 4: Organizational Equity

Level of employees' agreement regarding the following statements:

STATEMENT	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE
The activities I perform are consistent with my job profile.	0.00%	7.14%	50.00%	42.86%
The conditions of my work enable me to apply my skills satisfactorily.	0.00%	14.28%	50.00%	35.72%
My supervisor effectively coordinates task assignments among collaborators.	14.28%	7.14%	42.86%	35.72%
My responsibilities and workload are a source of well-being for me.	0.00%	0.00%	71.43%	28.57%

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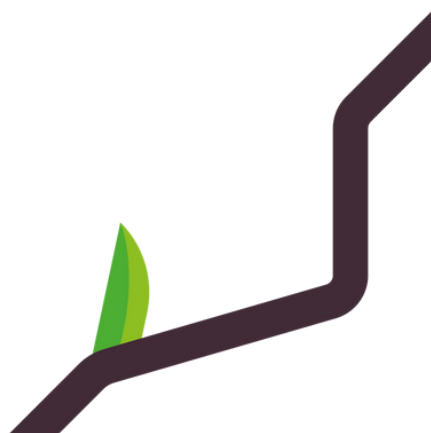
## AREA 4: Organizational Equity

Perception on workload's level:

STATEMENT	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE
BALANCED	7.14%	14.28%	64.29%	14.28%
HEAVY	7.14%	42.86%	50.00%	0.00%
POOR	78.57%	21.43%	0,00%	0,00%
CONSISTENT	0.00%	14.28%	64.29%	21.43%
VARIABLE	14.28%	14.28%	57.16%	14.28%
IN LINE WITH MY SKILLS	0.00%	0.00%	64.29%	35.71%

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## AREA 4: Organizational Equity

Considering job requirements, the particularly stressful factors are the following:

STATEMENT	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE
Work overload	7.14%	42.86%	35.72%	14.28%
Excess of unnecessary communications	14.28%	35.72%	28.57%	21.43%
Difficulties due to insufficient funding	35.72%	50.00%	14.28%	0.00%
Uninteresting activities	42.86%	21.43%	21.43%	14.28%
Lack of incentives	35.72%	21.43%	21.43%	21.43%
Inadequate tasks' assignment	42.86%	28.57%	28.57%	0.00%
Lack of relevant info	21.43%	35.72%	28.57%	14.28%
Non-involvement in decisions	35.72%	14.28%	28.57%	21.43%
Heavy atmosphere with colleagues	71.43%	7.14%	7.14%	14.28%
Excess bureaucracy	42.86%	21.43%	28.57%	28.57%

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## AREA 4: Organizational Equity

In employees' experience at The ID Factory, the following situations' frequency has been investigated:

STATEMENT	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE
<b>Discrimination in career paths.</b>	<b>78.57%</b>	<b>14.28%</b>	<b>0.00%</b>	<b>7.14%</b>
<b>Unjust exclusion from training opportunities.</b>	<b>85.72%</b>	<b>14.28%</b>	<b>0.00%</b>	<b>0.00%</b>
<b>Non-recognition of company awards.</b>	<b>71.43%</b>	<b>14.28%</b>	<b>14.28%</b>	<b>0.00%</b>
<b>Injustice in the assignment of tasks.</b>	<b>85.72%</b>	<b>7.14%</b>	<b>7.14%</b>	<b>0.00%</b>
<b>Injustice in the allocation of financial incentives.</b>	<b>78.57%</b>	<b>14.28%</b>	<b>7.14%</b>	<b>0.00%</b>

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## **Degree of Sharing of the Evaluation System**





## AREA 5: Degree of Sharing of the Evaluation System

Level of employees' agreement regarding the following statements:

STATEMENT	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE
I consider the organizational performance evaluation system adequate.	14.28%	7.14%	57.14%	21.43%
I consider the individual performance evaluation system appropriate in relation to the various qualifications of the personnel.	14.28%	21.43%	50.00%	14.28%
The assigned objectives have been adequately explained and shared.	0.00%	7.14%	57.14%	35.72%



## AREA 5: Degree of Sharing of the Evaluation System

Level of employees' agreement regarding the following statements:

STATEMENT	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE
I am sufficiently involved by my supervisor in defining annual tasks and expected outcomes for my job.	0.00%	21.43%	50.00%	28.57%
I have been assigned one or more individual tasks consistent with company goals.	7.14%	7.14%	42.86%	42.86%
I have been assigned one or more individual tasks consistent with my skills.	0.00%	21.43%	35.72%	42.86%
I consider the current reward system adequate for my profile/company level.	7.14%	35.72%	21.43%	35.72%



## AREA 5: Degree of Sharing of the Evaluation System

Level of employees' agreement regarding the following statements:

STATEMENT	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE
The criteria for evaluating my job performance have been adequately explained.	21.43%	42.86%	21.43%	14.28%
I am properly informed about the outcome of the evaluation of my work.	28.57%	42.86%	14.28%	14.28%
I find it useful for the company to have mechanisms for protection and reconciliation in case of disagreement on the outcomes of individual evaluation.	0.00%	14.28%	64.29%	21.43%
The results of the evaluation truly help (or would help) me improve my job performance.	0.00%	7.14%	35.72%	57.14%

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THE IDFACTORY



OUR MOTTO  
Small steps all together drive  
us to walk long distances