Great Place To Work®

TAJ

THE CHALLENGE

1 TAJ was carrying out annual engagement surveys for 10 years.

2 Given that they had over a 100 properties worldwide and almost 80 in India alone, they realized that they were unable to get a real-time pulse of the organization.

3 The idea was to improve Team effectiveness by responding to employee feedback in real time.

THE SOLUTION

1 TAJ felt the need for a platform that would give them real-time feedback about their distributed properties and teams.

2 They also required a system that would give managers insights into employee pain points.

3 TAJ chose nFactorial's n!Gage platform to help implement their vision.

n!
Factorial

THE IMPLEMENTATION

TAJ started the engagement with nFactorial in June of 2017 with **6** hotels in Bangalore.

Rolled it out to 70 other TAJ hotels starting in June of 2018. Total number of hotels is **76**.

TAJ drove the implementation as a massive change management initiative.

There was clear communication from the leadership team.

Managers were held accountable for their respective functions and teams.

The feedback closure rate was tracked diligently to ensure that employees could see that their feedback was being read and action plans being put in place based on the feedback.

TAJ integrated the platform with their biometric attendance system to drive response rates.

THE RESULTS

60%
Average response rates

>80%
Average engagement scores

>65%
Positive subjective feedback