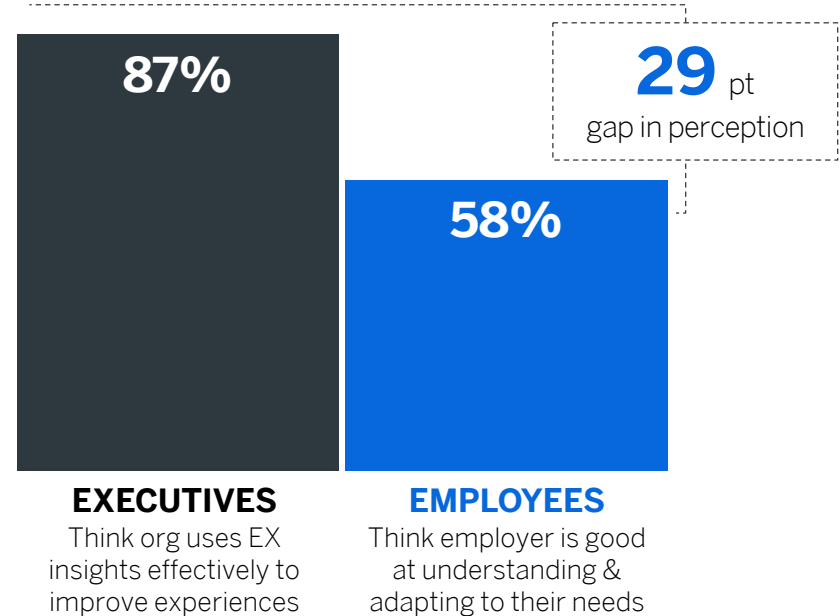
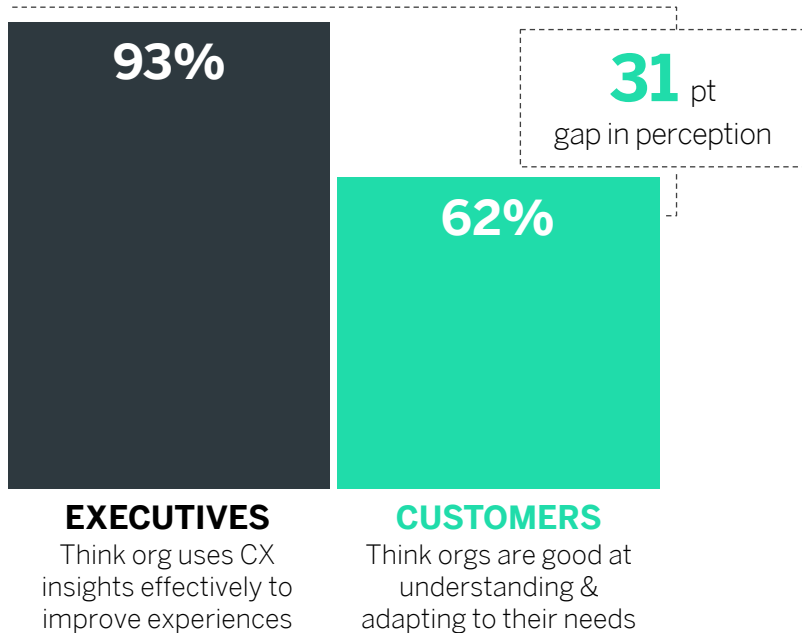


Executives Overestimate How Well Their Organizations Use Customer & Employee Feedback



Base: 157 US Executives & 9,055 US Consumers

Source: Qualtrics XM Institute 2021 Q4 Global Executives Study & Qualtrics XM Institute 2021 Q3 US Consumer Study

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