



**SurveyConnect Inc.**

***Company ABC  
Employee Satisfaction Survey  
September 2006***

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## I. Purpose of the Survey

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A survey of employees in Company ABC was conducted to determine their attitudes toward and experiences with each of the following nine aspects of the company:

- Teamwork/Department
- Job/Working Conditions
- Supervision

Trending from the survey conducted in September 2006 was also completed.

## II. Data Collection Procedures

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- The survey was conducted in September 2006 to determine attitudes toward and experiences with the nine aspects of the company.
- COMPANY ABC notified employees of the survey and encouraged them to respond. Employees were given surveys, with instructions to send the completed surveys to SurveyConnect for data entry.
- There was one version of the questionnaire, which consisted of XX questions.
- Of these, XX questions were multiple-choice, 1 was yes/no and 2 were open-ended.
- The first 5 questions on the survey were demographic questions (position, location, department, tenure, management membership).
- XX multiple-choice questions were phrased as positive statements. These questions used the following five-point scale: 1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree

## III. Methodology

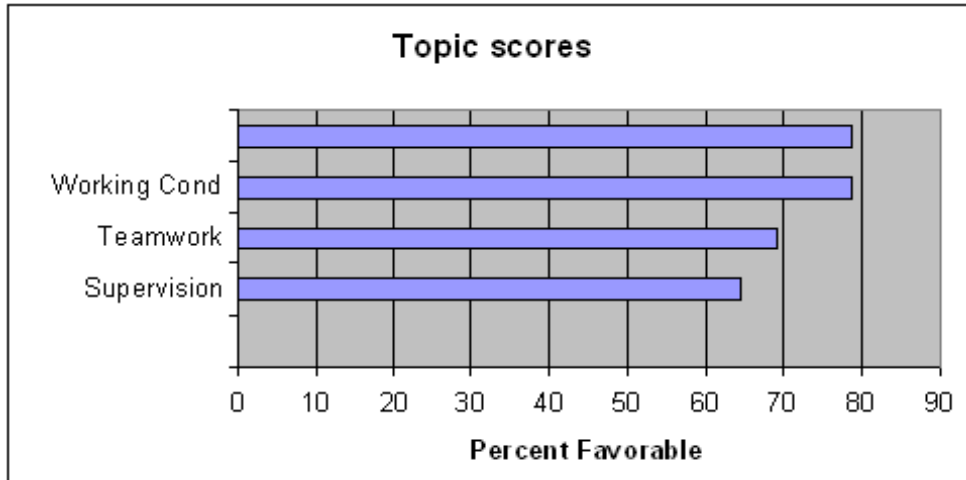
- If a demographic cut had less than 5 respondents, the data are not reported, but have been rolled-up into the total results for that report.
- If no respondents answered a particular answer to a question, there is an "NA" reported in that field.
- Percent Favorable constitutes the percentage of respondents who selected "agree" and "strongly agree" on the five-point scale; Percent Neutral constitutes the percentage of respondents who responded with "neither agree nor disagree"; Percent Unfavorable constitutes the percentage of respondents who selected "disagree" or "strongly disagree".
- The respondent totals (N), are the numbers of respondents who answered the demographic question.
- To fully understand the feedback, it is important to look beyond the Percent Favorable to understand if the rest of the respondents were neutral or negative about an issue, e.g. 60% Favorable, 10% Neutral, 30% Unfavorable vs. 60% Favorable, 30% Neutral, 10% Unfavorable. Specific examples, where important, will be mentioned in Detailed Results.
- All text comments are submitted verbatim, and have not been spell-checked.

Please note that during the course of this report, we've used the words significant and variance. These are to be taken in the context of a managerial overview, not as statistically arrived at calculations.

## IV. Overview of Results

- The survey was sent to XXX people.
- XXX people responded, giving a response rate of XX%.

The following graph displays the **overall Percent Favorable results of the survey**, according to the three topics.



As the following table shows, 2006 overall mean scores ranged from 3.2 for Administration to 4.1 for Management Only questions. The overall mean score for the entire survey for 2006 was 3.6, as compared to an overall mean score of 3.7 for 2004.

Rank	Topic	2006 Percent Favorable	2006 Mean	2004 Mean	2006 Question #
1	Job/Working Conditions	78.7	3.9	3.9	21 - 31
2	Teamwork/Department	69.0	3.8	3.9	15 - 20
2	Supervision	64.5	3.6	3.8	42-55

As the table shows, employees tend to highly regard their own work and the work of their departments. Further support for this theme is found in the top six rated questions:

Question	2006 Percent Favorable	2006 Mean	2004 Mean
26. I am accountable and take ownership for my results.	97.1	4.4	4.4
21. I know what is expected of me in my job.	89.4	4.1	4.2
31. I understand the performance standards for my job.	88.6	4.0	N/A
15. Our department would go "above and beyond" to help a customer.	88.3	4.3	4.3
25. My work will help the organization achieve success.	87.0	4.2	4.2
24. I have a sense of accomplishment in performing my job.	86.0	4.1	4.1

The first table also shows that employees have a lower opinion of Administration and Organization. This theme is supported by a list of the bottom seven rated questions, which are specifically related to trust:

<b>Question</b>	<b>2006 Percent Favorable</b>	<b>2006 Mean</b>	<b>2004 Mean</b>
40. The style of our Administration is participative and open to employee ideas.	47.1	3.1	3.1
14. Employees receive training on how to handle difficult customer situations.	41.1	3.1	3.4
41. Administration is a reliable source of information.	44.5	3.1	3.1
37. I believe what I hear from Administration.	45.8	3.1	3.1
7. Management believes in sharing the responsibility for career development with the employees.	46.1	3.2	3.2

There were some overall trends within demographic categories:

- Comment #1
- Comment #2
- Comment #3

## **V. Overall Conclusions**

### Strengths:

- Comment #1
- Comment #2
- Comment #3

### Areas of concern:

- Comment #1
- Comment #2
- Comment #3

The overall trend continues to be encouraging. It appears that initiatives taken to improve employee satisfaction are showing effectiveness. The 2006 survey indicates where improvements have been made, and where attention needs to be directed. It is recommended that COMPANY ABC spot-check for progress over the next 12 months, and re-survey the entire population again in September 2005.

## VI. Detailed Results

The results are presented according to survey topic, in order of highest to lowest rated by respondents.

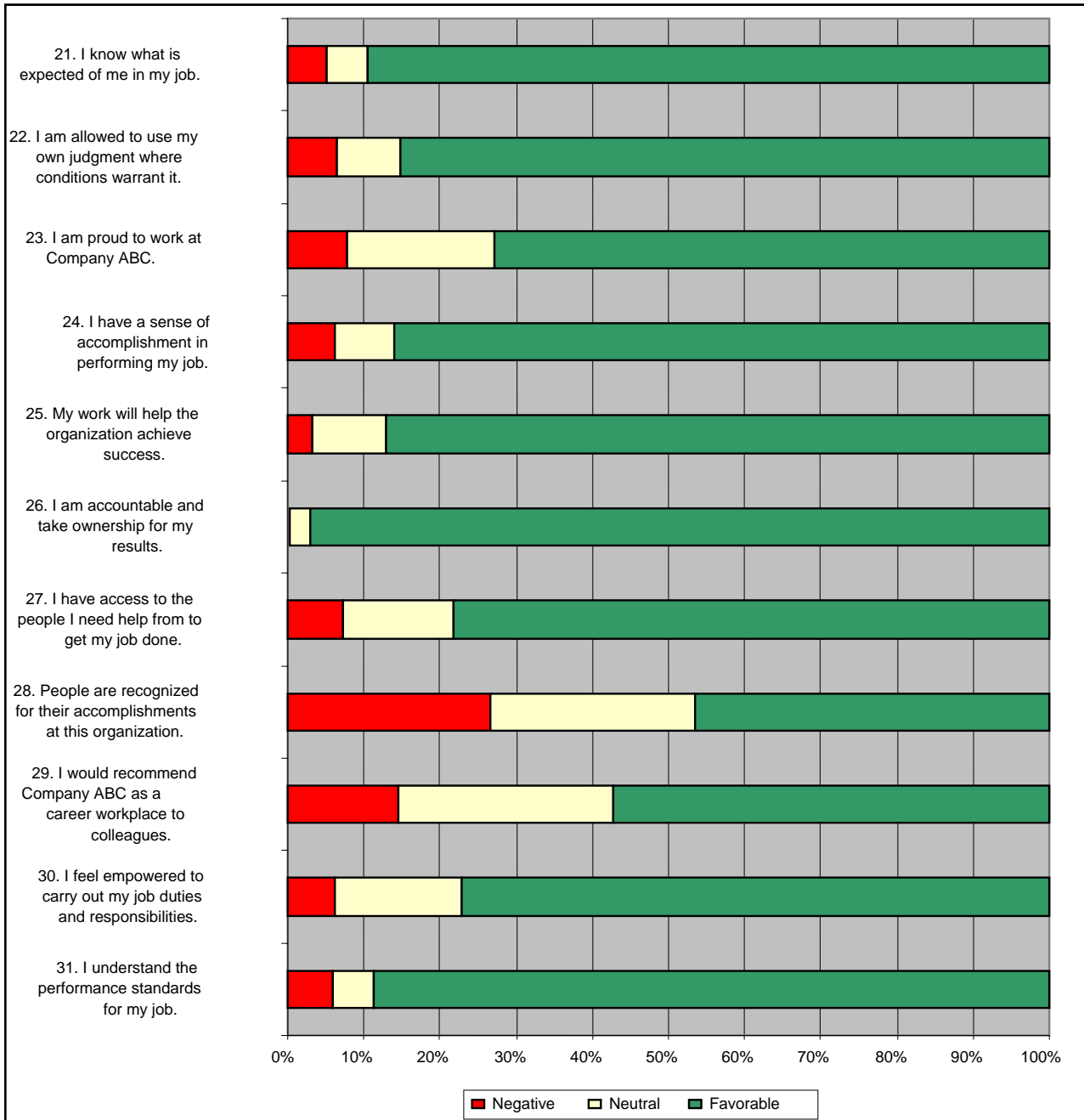
### A. Job/Working Conditions

- Comment #1
- Comment #2
- Comment #3

In the Job/Working Conditions topic, the nine questions and corresponding Percent Favorable and Means Scores were:

Question	2006 Percent Favorable	2006 Mean	2004 Mean
21. I know what is expected of me in my job.	89.4	4.1	4.2
22. I am allowed to use my own judgment where conditions warrant it.	85.2	4.0	4.0
23. I am proud to work at the Company ABC.	72.9	3.9	3.9
24. I have a sense of accomplishment in performing my job.	86.0	4.1	4.1
25. My work will help the organization achieve success.	87.0	4.2	4.2
26. I am accountable and take ownership for my results.	97.1	4.4	4.4
27. I have access to the people I need help from to get my job done.	78.2	3.9	4.0
28. People are recognized for their accomplishments at this organization.	46.6	3.2	2.9
29. I would recommend the Company ABC as a career workplace to colleagues.	57.3	3.5	3.5
30. I feel empowered to carry out my job duties and responsibilities.	77.2	3.9	N/A
31. I understand the performance standards for my job.	88.6	4.0	N/A

The following graph indicates the questions included in the Job/Working Conditions topic, along with their Unfavorable (red), Neutral (yellow), and Favorable (green) scores:



Below are some sample comments representative of this theme:

- Comment #1
- Comment #2
- Comment #3

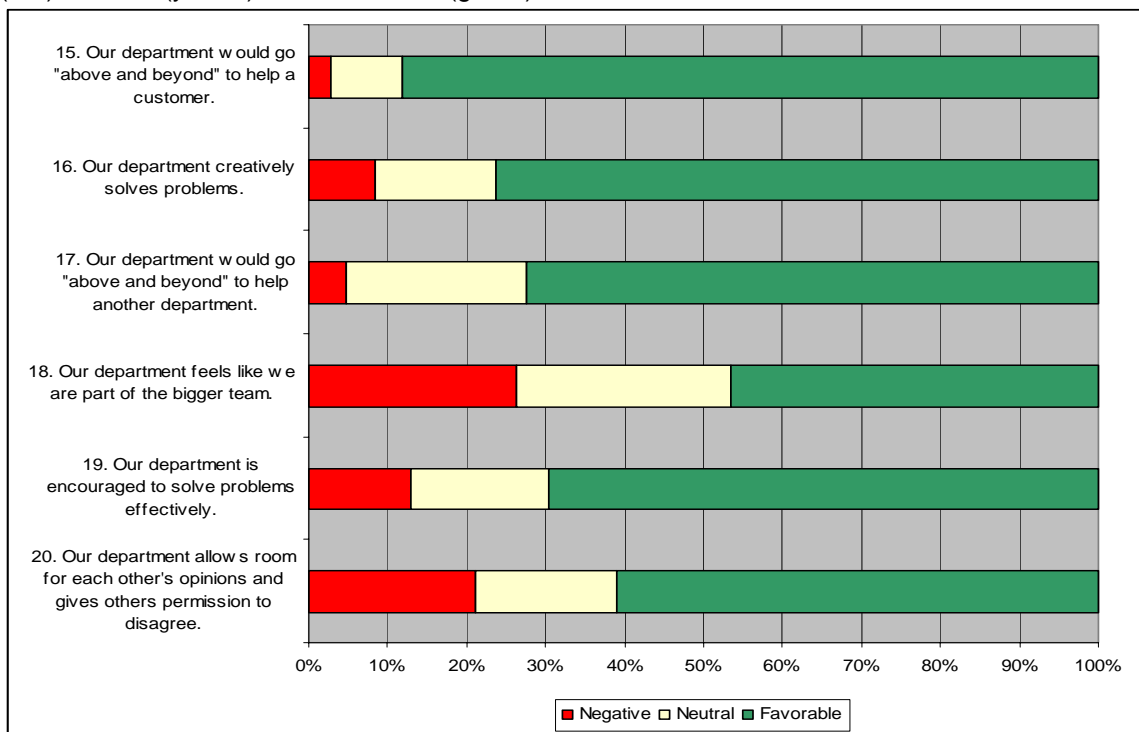
## B. Teamwork/Department

- Comment #1
- Comment #2
- Comment #3

In the Teamwork/Department topic, the six questions and corresponding means were:

Question	Percent Favorable	2006 Mean	2004 Mean
15. Our department would go "above and beyond" to help a customer.	88.3	4.3	4.3
16. Our department creatively solves problems.	76.3	3.9	4.0
17. Our department would go "above and beyond" to help another department.	72.4	3.9	3.9
18. Our department feels like we are part of the bigger team.	46.6	3.3	3.3
19. Our department is encouraged to solve problems effectively.	69.6	3.7	3.8
20. Our department allows room for each other's opinions and gives others permission to disagree.	61.0	3.5	3.7

The following graph indicates the questions included in the Teamwork/Department topic, along with their Unfavorable (red), Neutral (yellow), and Favorable (green) scores:



Below are some sample comments representative of this theme:

Comment #1

Comment #2

Comment #3

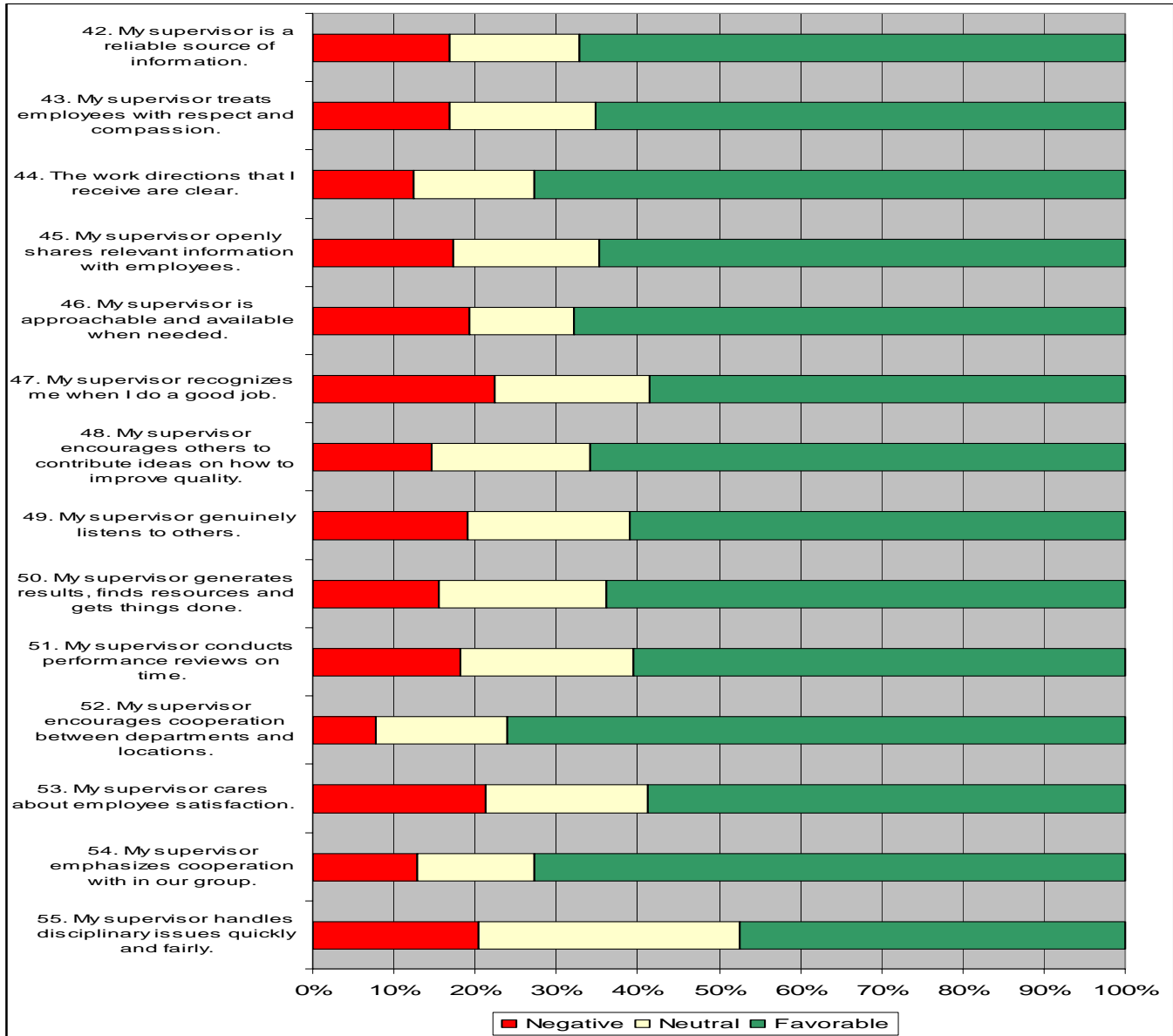
### C. Supervision

- Comment #1
- Comment #2
- Comment #3

In the Supervision topic, the 14 questions and corresponding Percent Favorable and Means Scores were:

Question	Percent Favorable	2006 Mean	2004 Mean
42. My supervisor is a reliable source of information.	67.2	3.7	3.9
43. My supervisor treats employees with respect and compassion.	65.2	3.7	3.9
44. The work directions that I receive are clear.	72.7	3.8	3.9
45. My supervisor openly shares relevant information with employees.	64.8	3.7	3.8
46. My supervisor is approachable and available when needed.	67.8	3.7	3.9
47. My supervisor recognizes me when I do a good job.	58.5	3.5	3.7
48. My supervisor encourages others to contribute ideas on how to improve quality.	66.0	3.7	3.9
49. My supervisor genuinely listens to others.	61.0	3.6	3.8
50. My supervisor generates results, finds resources and gets things done.	63.8	3.6	3.8
51. My supervisor conducts performance reviews on time.	60.6	3.5	3.5
52. My supervisor encourages cooperation between departments and locations.	76.0	3.9	N/A
53. My supervisor cares about employee satisfaction.	58.9	3.5	N/A
54. My supervisor emphasizes cooperation within our group.	72.7	3.8	N/A
55. My supervisor handles disciplinary issues quickly and fairly.	47.4	3.3	N/A

The following graph indicates the questions included in the Supervision topic, along with their Negative (red), Neutral (yellow), and Favorable (green) scores:



Below are some sample comments representative of this theme:

*Comment #1*

*Comment #2*

*Comment #3*

### ***D. Enhancements in Employee Satisfaction***

The following question was added to the end of the 2004 survey to determine whether there had been improvement in job satisfaction after several initiatives were begun from the last survey conducted in January 2004:

**In response to the employee satisfaction survey completed in January 2004 and August 2004, many initiatives were begun. Which two initiatives have most enhanced your job satisfaction?**

<b>Scale item</b>	<b>% answered</b>
Opportunities for education and training	30.6
Anniversary Recognition	12.0
Customer Service Awards	4.4
Other	9.1

The total of responses was XXX; the total of the percentages will add up to over 100% since two responses were requested.

### ***E. Comparison of Survey Results from September 2004 to September 2006***

There were no significant increases among topic ratings from 2004 to 2006. Supervision decreased by 0.2 points. There was a decrease in mean scores for all questions in this topic.

Comment #1

Comment #2

Comment #3