

Strengths and Weaknesses by Category

Organizational Effectiveness	
<p><u>Strengths</u></p> <ul style="list-style-type: none"> • Employee commitment • Cooperation • Goal Setting 	<p><u>Weakness</u></p> <ul style="list-style-type: none"> • Employee involvement in change • Inter-departmental communication • Decisiveness of management • Team spirit
Performance Management	
<p><u>Strengths</u></p> <ul style="list-style-type: none"> • Strong understanding of standards and expectations and job contribution • Perception that most employees are doing their best work • Good communication with managers 	<p><u>Weakness</u></p> <ul style="list-style-type: none"> • Communication of company vision, goals and strategy • Performance management process
Compensation and Benefits	
<p><u>Strengths</u></p> <ul style="list-style-type: none"> • Employees are generally satisfied with the benefits package. 	<p><u>Weakness</u></p> <ul style="list-style-type: none"> • Lack of understanding about how pay, pay increases, or bonuses are determined • Pay is not perceived as competitive
Career Development and Job Satisfaction	
<p><u>Strengths</u></p> <ul style="list-style-type: none"> • Employees have pride in their work and jobs • Employees want to continue working at XXX rather than go to another company 	<p><u>Weakness</u></p> <ul style="list-style-type: none"> • Lack of a feeling of job security
Management and Supervision	
<p><u>Strengths</u></p> <ul style="list-style-type: none"> • Strong relationships and good communication with direct management 	<p><u>Weakness</u></p> <ul style="list-style-type: none"> • High neutral response regarding trust of management • Senior management is much more disconnected from employees and not nearly as highly regarded as the employees' immediate managers
Customer Service	
<p><u>Strengths</u></p> <ul style="list-style-type: none"> • Commitment to quality and believe that XXX does a good job • Understand how work affects customers • Empowered to meet customer needs 	<p><u>Weakness</u></p> <ul style="list-style-type: none"> • Low degree of internal customer service • Lack of training for difficult customers