

**XYZ Company Employee Opinion Survey  
Overall: 2nd Quarter, 2007**

**Spread Sheet Abbreviation Guide**

**Abbreviation**

**Group Description**

MgrDir

Manager/Director

Salary

Salary - Non Manager

Sales

Sales

Tech

Service Technicians

Admin

Administrative Support

Other

All Other Hourly

NoResp

No Response

T07XYZ

Total 2007 XYZ Company

**XYZ Company Employee Opinion Survey  
Overall: 2nd Quarter, 2007**

**Survey Factor Means**

<b>Survey Factors</b>	MgrDir	Salary	Sales	Tech	Admin	Other	NoResp	T07XYZ
Company Values (COMP)	93.1	92.8	84.1	78.8	84.5	88.9	77.8	84.3
Compensation Satisfaction (CSAT)	82.6	61.1	74.6	68.7	67.9	69.4	66.7	70.8
Customer Service (CSVC)	86.7	97.3	72.4	77.5	81.4	86.7	80.0	81.4
Department Meetings (MEET)	81.3	70.0	76.2	57.9	71.4	54.2	58.3	66.1
Excellence (EXCL)	99.0	96.7	91.7	93.4	94.6	95.8	81.3	93.7
Group Morale (GMOR)	87.5	90.0	74.4	81.8	84.8	87.5	79.2	83.0
Inclusion (INCL)	91.7	88.5	72.3	71.0	83.8	81.8	66.7	77.7
Innovation (INNO)	85.4	83.3	59.5	76.3	78.6	83.3	54.2	75.2
Job Satisfaction (JSAT)	92.5	89.3	83.8	82.8	91.4	86.7	81.7	86.1
Job Stress (JSTR)	88.7	85.7	76.9	74.7	88.8	90.5	78.6	81.0
Performance Appraisal (FDBK)	76.7	65.3	63.8	64.6	65.7	66.7	75.0	67.5
Policies and Procedures (CODE)	88.1	81.9	77.6	80.7	74.5	82.1	79.8	81.0
Relationship with Supervisor (SUPV)	90.3	88.1	87.8	77.6	81.0	78.7	69.4	81.7
Training (TRNG)	73.6	73.3	57.1	66.1	66.7	77.8	63.9	67.5
Working Conditions (WCON)	87.5	77.8	79.4	73.1	85.7	97.2	77.8	80.0
General Benefits (BBEN)	89.6	90.0	92.9	82.5	71.4	79.2	83.3	84.5
CORE ITEM AVERAGES	88.4	84.9	77.5	76.1	80.9	82.9	74.3	79.9
NUMBER OF PARTICIPANTS	24	15	21	57	14	12	12	155

XYZ Company Employee Opinion Survey  
Overall: 2nd Quarter, 2007

Company Values (COMP)

	MgrDir	Salary	Sales	Tech	Admin	Other	NoResp	T07XYZ
15. I feel this company is concerned about me.	83.3	86.7	76.2	71.9	78.6	91.7	66.7	77.4
16. I have an important role to play in this company's success.	100.0	93.3	100.0	86.0	92.9	91.7	83.3	91.6
21. In this company, we practice openness and honesty with all, even when that may seem difficult.	91.7	93.3	90.5	64.9	71.4	50.0	58.3	74.2
34. I generally approve of this company's policies regarding its employees.	95.8	86.7	85.7	80.7	85.7	91.7	91.7	86.5
37. I feel that I have sufficient access to information concerning company business performance.	87.5	86.7	66.7	61.4	85.7	83.3	66.7	72.9
41. I have a clear understanding of this company's goals and business objectives.	91.7	100.0	81.0	80.7	92.9	83.3	75.0	85.2
44. I have confidence in this company's top management.	91.7	100.0	76.2	80.7	92.9	100.0	91.7	87.1
50. Company rules and policies are applied equally.	95.8	73.3	81.0	73.7	71.4	100.0	66.7	79.4
58. I have confidence in my business unit's management team.	91.7	93.3	81.0	82.5	78.6	91.7	83.3	85.2
80. I feel a sense of responsibility to this company and its customers.	100.0	100.0	100.0	94.7	92.9	100.0	100.0	97.4
84. The goals and objectives of my work group support the goals and objectives of the company.	100.0	100.0	95.2	91.2	92.9	100.0	83.3	94.2
90. In this company, our goals are clear.	87.5	100.0	76.2	77.2	78.6	83.3	66.7	80.6
FACTOR MEANS	93.1	92.8	84.1	78.8	84.5	88.9	77.8	84.3

XYZ Company Employee Opinion Survey  
Overall: 2nd Quarter, 2007

Compensation Satisfaction (CSAT)

	MgrDir	Salary	Sales	Tech	Admin	Other	NoResp	T07XYZ
14. This company pays better than most others in the area.	66.7	46.7	71.4	61.4	71.4	58.3	66.7	63.2
19. Hard work is rewarded in this company.	87.5	80.0	76.2	63.2	78.6	75.0	83.3	74.2
35. I am paid fairly.	87.5	46.7	85.7	70.2	71.4	75.0	50.0	71.6
39. I have sufficient opportunity for advancement.	70.8	60.0	57.1	66.7	57.1	58.3	75.0	64.5
43. Good performance is recognized in my department.	95.8	80.0	81.0	73.7	71.4	58.3	75.0	77.4
61. I am paid competitively for the work I do.	87.5	53.3	76.2	77.2	57.1	91.7	50.0	73.5
FACTOR MEANS	82.6	61.1	74.6	68.7	67.9	69.4	66.7	70.8

Customer Service (CSVC)

	MgrDir	Salary	Sales	Tech	Admin	Other	NoResp	T07XYZ
22. This company has a good understanding of the needs of its customers.	95.8	100.0	81.0	75.4	71.4	91.7	83.3	83.2
30. In this company, we are careful to listen to our customers for ways to improve.	83.3	93.3	66.7	73.7	85.7	83.3	58.3	76.8
31. Senior management (VP and above) places the right amount of emphasis on both quality of service and profit.	79.2	100.0	71.4	75.4	71.4	83.3	75.0	78.1
69. If a customer has a complaint, we do whatever it takes to satisfy him or her.	91.7	100.0	81.0	87.7	92.9	91.7	91.7	89.7
77. Our customers feel this company provides excellent service.	83.3	93.3	61.9	75.4	85.7	83.3	91.7	79.4
FACTOR MEANS	86.7	97.3	72.4	77.5	81.4	86.7	80.0	81.4

Department Meetings (MEET)

	MgrDir	Salary	Sales	Tech	Admin	Other	NoResp	T07XYZ
45. Our department holds regular meetings.	79.2	60.0	71.4	45.6	64.3	41.7	50.0	57.4
88. The department meetings provide helpful and beneficial information.	83.3	80.0	81.0	70.2	78.6	66.7	66.7	74.8
FACTOR MEANS	81.3	70.0	76.2	57.9	71.4	54.2	58.3	66.1

XYZ Company Employee Opinion Survey  
Overall: 2nd Quarter, 2007

Excellence (EXCL)

	MgrDir	Salary	Sales	Tech	Admin	Other	NoResp	T07XYZ
66. My work group places emphasis on doing the job right the first time.	100.0	93.3	85.7	94.7	100.0	100.0	83.3	94.2
67. I am held accountable for the quality of the work I produce or fail to produce.	95.8	100.0	100.0	96.5	100.0	91.7	83.3	96.1
68. I understand how my job relates to the company goal of providing excellent customer services.	100.0	100.0	95.2	96.5	100.0	100.0	91.7	97.4
73. Individuals are encouraged to take responsibility for solving problems.	100.0	93.3	85.7	86.0	78.6	91.7	66.7	87.1
FACTOR MEANS	99.0	96.7	91.7	93.4	94.6	95.8	81.3	93.7

Group Morale (GMOR)

	MgrDir	Salary	Sales	Tech	Admin	Other	NoResp	T07XYZ
6. Employees in my department take pride in their work.	95.8	93.3	95.2	94.7	92.9	91.7	91.7	94.2
10. Our employees generally get along well together.	100.0	100.0	90.5	91.2	92.9	100.0	91.7	94.2
12. There is a spirit of teamwork and cooperation in my work group.	95.8	93.3	85.7	93.0	85.7	83.3	75.0	89.7
24. My department is a fun place to work.	100.0	86.7	81.0	84.2	100.0	91.7	100.0	89.7
26. I have a friend at work.	95.8	100.0	90.5	91.2	92.9	91.7	91.7	92.9
36. The morale in my department is generally good.	95.8	93.3	71.4	75.4	85.7	83.3	75.0	81.3
76. There is a spirit of cooperation between departments.	62.5	80.0	38.1	61.4	57.1	75.0	50.0	60.0
83. There is open communication between functional areas. (e.g. between Sales and Service, Accounting and Sales,	54.2	73.3	42.9	63.2	71.4	83.3	58.3	61.9
FACTOR MEANS	87.5	90.0	74.4	81.8	84.8	87.5	79.2	83.0

XYZ Company Employee Opinion Survey  
Overall: 2nd Quarter, 2007

Inclusion (INCL)

	MgrDir	Salary	Sales	Tech	Admin	Other	NoResp	T07XYZ
4. I have sufficient access to upper management at XYZ Company.	91.7	100.0	85.7	82.5	85.7	100.0	83.3	87.7
11. I have input into management decisions which affect my job.	91.7	73.3	66.7	54.4	78.6	83.3	50.0	67.7
20. I get all the information I need to do my job well.	83.3	80.0	57.1	57.9	71.4	58.3	75.0	66.5
27. I feel that I'm fully informed about management decisions that affect my job.	83.3	80.0	52.4	49.1	78.6	66.7	50.0	61.9
29. I am usually invited to participate in decisions affecting my work group.	100.0	80.0	71.4	64.9	85.7	58.3	66.7	74.2
32. I have the authority I need to effectively carry out my duties and responsibilities.	95.8	100.0	90.5	84.2	85.7	91.7	66.7	87.7
70. Our management team generally shows concern for team members.	91.7	100.0	85.7	87.7	85.7	100.0	75.0	89.0
72. At work, my opinions seem to count.	87.5	80.0	81.0	66.7	92.9	91.7	66.7	77.4
75. I feel free to use the "Open Door" policy.	87.5	100.0	76.2	70.2	85.7	100.0	58.3	79.4
79. I would feel free to talk openly about a work related issue with any manager at this company.	100.0	86.7	47.6	77.2	85.7	83.3	66.7	78.1
89. I trust the people I work with.	95.8	93.3	81.0	86.0	85.7	66.7	75.0	85.2
FACTOR MEANS	91.7	88.5	72.3	71.0	83.8	81.8	66.7	77.7

Innovation (INNO)

	MgrDir	Salary	Sales	Tech	Admin	Other	NoResp	T07XYZ
38. The work atmosphere in my area encourages innovation.	87.5	86.7	57.1	77.2	78.6	66.7	41.7	73.5
86. There are no company barriers to performing my job to the maximum of my potential.	83.3	80.0	61.9	75.4	78.6	100.0	66.7	76.8
FACTOR MEANS	85.4	83.3	59.5	76.3	78.6	83.3	54.2	75.2

XYZ Company Employee Opinion Survey  
Overall: 2nd Quarter, 2007

Job Satisfaction (JSAT)

	MgrDir	Salary	Sales	Tech	Admin	Other	NoResp	T07XYZ
2. I like this company as a place to work.	100.0	100.0	100.0	93.0	100.0	100.0	100.0	97.4
9. I see myself as a long-term employee in this company.	100.0	86.7	85.7	96.5	92.9	91.7	83.3	92.9
47. I like my job.	95.8	100.0	95.2	94.7	100.0	100.0	91.7	96.1
59. If someone offered me a comparable job in another company today, I would stay with this company.	95.8	86.7	81.0	78.9	85.7	91.7	83.3	84.5
87. At no time in the last year have I felt the need to find a new job.	70.8	73.3	57.1	50.9	78.6	50.0	50.0	59.4
FACTOR MEANS	92.5	89.3	83.8	82.8	91.4	86.7	81.7	86.1

Job Stress (JSTR)

	MgrDir	Salary	Sales	Tech	Admin	Other	NoResp	T07XYZ
3. I feel secure in my job.	87.5	80.0	95.2	80.7	92.9	100.0	91.7	87.1
8. Excessive job stress is not a problem for me.	79.2	73.3	61.9	80.7	85.7	91.7	75.0	78.1
51. I would welcome additional responsibilities in my job.	100.0	86.7	95.2	84.2	100.0	100.0	100.0	92.3
56. I am able to maintain a reasonable balance between work and private life.	87.5	86.7	85.7	63.2	92.9	100.0	83.3	79.4
57. The work demands placed upon me are realistic.	91.7	86.7	81.0	75.4	78.6	91.7	91.7	82.6
71. The workload DOES NOT frequently cause mistakes.	79.2	93.3	66.7	75.4	85.7	83.3	50.0	76.1
74. The work flow in my department is well organized.	95.8	93.3	52.4	63.2	85.7	66.7	58.3	71.6
FACTOR MEANS	88.7	85.7	76.9	74.7	88.8	90.5	78.6	81.0

XYZ Company Employee Opinion Survey  
Overall: 2nd Quarter, 2007

## Performance Appraisal (FDBK)

	MgrDir	Salary	Sales	Tech	Admin	Other	NoResp	T07XYZ
17. Our performance appraisal system helps me set meaningful goals and objectives.	79.2	66.7	52.4	64.9	64.3	66.7	66.7	65.8
33. My performance appraisals tell me clearly how well I'm doing on the job.	87.5	73.3	66.7	68.4	64.3	75.0	83.3	72.9
42. My immediate manager gives me appropriate feedback for my professional development.	79.2	60.0	71.4	66.7	78.6	66.7	83.3	71.0
62. My job performance is regularly reviewed with me.	66.7	66.7	71.4	57.9	57.1	58.3	66.7	62.6
63. My performance appraisals help me perform my job more effectively.	70.8	60.0	57.1	64.9	64.3	66.7	75.0	65.2
FACTOR MEANS	76.7	65.3	63.8	64.6	65.7	66.7	75.0	67.5

## Policies and Procedures (CODE)

	MgrDir	Salary	Sales	Tech	Admin	Other	NoResp	T07XYZ
48. This company provides Equal Employment Opportunity for women and minorities.	100.0	93.3	81.0	94.7	78.6	100.0	100.0	92.9
49. Our company rules and policies are fair.	100.0	86.7	100.0	86.0	100.0	91.7	91.7	92.3
53. Our company makes sound hiring decisions.	79.2	73.3	61.9	63.2	78.6	75.0	58.3	68.4
54. In this company, the most qualified people are selected for promotions.	79.2	66.7	52.4	59.6	42.9	58.3	58.3	60.6
55. Our management supports and enforces the Code of Conduct.	95.8	100.0	85.7	91.2	78.6	91.7	91.7	91.0
60. Our employees support and adhere to the Code of Conduct.	95.8	100.0	85.7	93.0	78.6	100.0	83.3	91.6
64. Our employees treat the company's money as if it were their own.	66.7	53.3	76.2	77.2	64.3	58.3	75.0	70.3
FACTOR MEANS	88.1	81.9	77.6	80.7	74.5	82.1	79.8	81.0



XYZ Company Employee Opinion Survey  
Overall: 2nd Quarter, 2007

Relationship with Supervisor (SUPV)

	MgrDir	Salary	Sales	Tech	Admin	Other	NoResp	T07XYZ
5. My immediate supervisor is a good listener.	87.5	93.3	95.2	77.2	85.7	75.0	75.0	83.2
7. My immediate supervisor tells me the truth even when it may be disagreeable.	95.8	100.0	90.5	78.9	92.9	83.3	75.0	86.5
18. I feel free to express my opinion to my immediate supervisor.	87.5	86.7	85.7	75.4	78.6	75.0	66.7	79.4
23. My immediate supervisor is more likely to praise me for my successes than criticize me for my mistakes.	87.5	73.3	81.0	70.2	64.3	66.7	58.3	72.9
25. My immediate supervisor is helpful in correcting my mistakes.	83.3	86.7	85.7	77.2	78.6	91.7	66.7	80.6
28. My immediate supervisor and I trust each other.	91.7	86.7	95.2	78.9	78.6	66.7	66.7	81.9
40. My immediate supervisor provides specific answers to my questions.	87.5	86.7	85.7	80.7	78.6	83.3	75.0	82.6
46. My immediate supervisor applies company rules and policies fairly.	95.8	86.7	90.5	77.2	85.7	83.3	66.7	83.2
85. My immediate supervisor understands the requirements and challenges of my job.	95.8	93.3	81.0	82.5	85.7	83.3	75.0	85.2
FACTOR MEANS	90.3	88.1	87.8	77.6	81.0	78.7	69.4	81.7

Training (TRNG)

	MgrDir	Salary	Sales	Tech	Admin	Other	NoResp	T07XYZ
13. This company provides appropriate training for its employees.	66.7	66.7	47.6	61.4	64.3	66.7	50.0	60.6
52. I received adequate company orientation when hired at XYZ Company.	75.0	73.3	66.7	68.4	50.0	83.3	58.3	68.4
78. I have received the training I need to succeed in my present job.	79.2	80.0	57.1	68.4	85.7	83.3	83.3	73.5
FACTOR MEANS	73.6	73.3	57.1	66.1	66.7	77.8	63.9	67.5

XYZ Company Employee Opinion Survey  
Overall: 2nd Quarter, 2007

Working Conditions (WCON)

	MgrDir	Salary	Sales	Tech	Admin	Other	NoResp	T07XYZ
65. The physical working conditions in my area are satisfactory.	91.7	73.3	81.0	87.7	92.9	100.0	83.3	87.1
81. Internal job postings are communicated well.	79.2	66.7	85.7	64.9	71.4	91.7	75.0	73.5
82. This company provides me the equipment I need to do my job.	91.7	93.3	71.4	66.7	92.9	100.0	75.0	79.4
FACTOR MEANS	87.5	77.8	79.4	73.1	85.7	97.2	77.8	80.0

General Benefits (BBEN)

	MgrDir	Salary	Sales	Tech	Admin	Other	NoResp	T07XYZ
1. I have a good understanding of our benefits package.	100.0	100.0	100.0	96.5	92.9	100.0	100.0	98.1
91. Our benefits program is competitive with other companies in the area.	79.2	80.0	85.7	68.4	50.0	58.3	66.7	71.0
FACTOR MEANS	89.6	90.0	92.9	82.5	71.4	79.2	83.3	84.5

XYZ Company Employee Opinion Survey  
Overall: 2nd Quarter, 2007  
**Survey Core Item Responses**

Factor	Survey Item	Pct SA	Pct Agr	Pct sagr	Pct sdis	Pct Dis	Pct SD	Pct NA	Pct Pos
BBEN	1. I have a good understanding of our benefits package.	14.8	58.7	24.5	1.3	0.6	0.0	0.0	98.1
JSAT	2. I like this company as a place to work.	52.3	40.6	4.5	1.9	0.6	0.0	0.0	97.4
JSTR	3. I feel secure in my job.	32.3	32.9	21.9	7.1	3.9	1.9	0.0	87.1
INCL	4. I have sufficient access to upper management at XYZ Company.	33.5	33.5	20.6	4.5	4.5	3.2	0.0	87.7
SUPV	5. My immediate supervisor is a good listener.	40.6	28.4	14.2	7.7	3.9	4.5	0.6	83.2
GMOR	6. Employees in my department take pride in their work.	40.0	44.5	9.7	4.5	0.6	0.6	0.0	94.2
SUPV	7. My immediate supervisor tells me the truth even when it may be disagreeable.	32.9	36.1	17.4	5.8	4.5	3.2	0.0	86.5
JSTR	8. Excessive job stress is not a problem for me.	20.0	36.1	21.9	10.3	9.0	1.9	0.6	78.1
JSAT	9. I see myself as a long-term employee in this company.	48.4	30.3	14.2	4.5	1.9	0.6	0.0	92.9
GMOR	10. Our employees generally get along well together.	29.7	49.0	15.5	3.9	1.3	0.6	0.0	94.2
INCL	11. I have input into management decisions which affect my job.	15.5	33.5	18.7	13.5	9.0	9.7	0.0	67.7
GMOR	12. There is a spirit of teamwork and cooperation in my work group.	29.0	40.6	20.0	2.6	4.5	2.6	0.6	89.7
TRNG	13. This company provides appropriate training for its employees.	10.3	19.4	31.0	14.8	11.6	11.6	1.3	60.6
CSAT	14. This company pays better than most others in the area.	5.8	25.8	31.6	17.4	12.9	5.2	1.3	63.2
COMP	15. I feel this company is concerned about me.	20.0	32.9	24.5	11.0	8.4	3.2	0.0	77.4
COMP	16. I have an important role to play in this company's success.	35.5	41.3	14.8	5.2	1.3	1.3	0.6	91.6
FDBK	17. Our performance appraisal system helps me set meaningful goals and objectives.	12.3	28.4	25.2	13.5	9.7	7.7	3.2	65.8
SUPV	18. I feel free to express my opinion to my immediate supervisor.	39.4	27.7	12.3	6.5	7.7	5.8	0.6	79.4
CSAT	19. Hard work is rewarded in this company.	17.4	32.3	24.5	9.7	9.7	5.2	1.3	74.2
INCL	20. I get all the information I need to do my job well.	11.6	33.5	21.3	14.2	11.6	7.7	0.0	66.5
COMP	21. In this company, we practice openness and honesty with all, even when that may seem difficult.	16.1	27.7	30.3	12.3	8.4	3.9	1.3	74.2
CSVC	22. This company has a good understanding of the needs of its customers.	14.2	44.5	24.5	6.5	6.5	3.2	0.6	83.2
SUPV	23. My immediate supervisor is more likely to praise me for my successes than criticize me for my mistakes.	19.4	27.7	25.8	12.9	5.8	7.7	0.6	72.9
GMOR	24. My department is a fun place to work.	25.2	38.1	26.5	7.7	1.9	0.6	0.0	89.7
SUPV	25. My immediate supervisor is helpful in correcting my mistakes.	23.9	40.0	16.8	7.7	7.7	2.6	1.3	80.6
GMOR	26. I have a friend at work.	38.1	39.4	15.5	3.9	1.3	0.6	1.3	92.9
INCL	27. I feel that I'm fully informed about management decisions that affect my job.	9.7	25.2	27.1	20.0	8.4	8.4	1.3	61.9
SUPV	28. My immediate supervisor and I trust each other.	34.8	31.0	16.1	7.7	5.2	5.2	0.0	81.9
INCL	29. I am usually invited to participate in decisions affecting my work group.	21.9	23.2	29.0	9.0	8.4	6.5	1.9	74.2
CSVC	30. In this company, we are careful to listen to our customers for ways to improve.	18.7	39.4	18.7	11.0	7.1	3.9	1.3	76.8
CSVC	31. Senior management (VP and above) places the right amount of emphasis on both quality of service and profitability.	16.8	38.1	23.2	9.7	4.5	5.2	2.6	78.1
INCL	32. I have the authority I need to effectively carry out my duties and responsibilities.	27.1	40.0	20.6	4.5	3.2	3.2	1.3	87.7
FDBK	33. My performance appraisals tell me clearly how well I'm doing on the job.	17.4	38.7	16.8	12.3	7.7	3.2	3.9	72.9
COMP	34. I generally approve of this company's policies regarding its employees.	12.9	50.3	23.2	7.7	3.2	1.3	1.3	86.5
CSAT	35. I am paid fairly.	11.0	39.4	21.3	14.8	6.5	5.8	1.3	71.6

XYZ Company Employee Opinion Survey: Overall  
(continued)

Factor	Survey Item	Pct SA	Pct Agr	Pct sagr	Pct sdis	Pct Dis	Pct SD	Pct NA	Pct Pos
GMOR	36. The morale in my department is generally good.	16.1	41.3	23.9	10.3	4.5	3.2	0.6	81.3
COMP	37. I feel that I have sufficient access to information concerning company business performance.	9.7	36.1	27.1	15.5	9.0	1.9	0.6	72.9
INNO	38. The work atmosphere in my area encourages innovation.	16.8	34.8	21.9	16.1	5.8	4.5	0.0	73.5
CSAT	39. I have sufficient opportunity for advancement.	10.3	31.0	23.2	13.5	12.9	7.7	1.3	64.5
SUPV	40. My immediate supervisor provides specific answers to my questions.	24.5	41.3	16.8	9.0	6.5	1.9	0.0	82.6
COMP	41. I have a clear understanding of this company's goals and business objectives.	21.9	33.5	29.7	5.8	7.1	1.9	0.0	85.2
FDBK	42. My immediate manager gives me appropriate feedback for my professional development.	18.7	32.3	20.0	16.8	7.1	3.9	1.3	71.0
CSAT	43. Good performance is recognized in my department.	21.9	27.7	27.7	8.4	7.1	5.8	1.3	77.4
COMP	44. I have confidence in this company's top management.	19.4	46.5	21.3	2.6	4.5	4.5	1.3	87.1
MEET	45. Our department holds regular meetings.	11.0	26.5	20.0	15.5	12.9	14.2	0.0	57.4
SUPV	46. My immediate supervisor applies company rules and policies fairly.	24.5	48.4	10.3	5.8	7.1	2.6	1.3	83.2
JSAT	47. I like my job.	54.8	36.8	4.5	3.2	0.0	0.6	0.0	96.1
CODE	48. This company provides Equal Employment Opportunity for women and minorities.	40.6	47.1	5.2	3.9	1.9	0.6	0.6	92.9
CODE	49. Our company rules and policies are fair.	26.5	57.4	8.4	5.2	1.9	0.6	0.0	92.3
COMP	50. Company rules and policies are applied equally.	20.6	44.5	14.2	8.4	3.9	6.5	1.9	79.4
JSTR	51. I would welcome additional responsibilities in my job.	39.4	41.9	11.0	2.6	2.6	0.6	1.9	92.3
TRNG	52. I received adequate company orientation when hired at XYZ Company.	12.3	36.1	20.0	11.0	10.3	9.0	1.3	68.4
CODE	53. Our company makes sound hiring decisions.	9.0	30.3	29.0	18.7	7.1	4.5	1.3	68.4
CODE	54. In this company, the most qualified people are selected for promotions.	7.7	28.4	24.5	15.5	12.3	7.1	4.5	60.6
CODE	55. Our management supports and enforces the Code of Conduct.	20.6	52.3	18.1	2.6	1.3	3.2	1.9	91.0
JSTR	56. I am able to maintain a reasonable balance between work and private life.	26.5	38.1	14.8	10.3	5.8	4.5	0.0	79.4
JSTR	57. The work demands placed upon me are realistic.	20.0	47.1	15.5	12.9	2.6	1.9	0.0	82.6
COMP	58. I have confidence in my business unit's management team.	20.6	42.6	21.9	8.4	1.9	3.9	0.6	85.2
JSAT	59. If someone offered me a comparable job in another company today, I would stay with this company.	33.5	29.7	21.3	7.1	4.5	2.6	1.3	84.5
CODE	60. Our employees support and adhere to the Code of Conduct.	13.5	57.4	20.6	4.5	1.9	0.6	1.3	91.6
CSAT	61. I am paid competitively for the work I do.	7.1	40.0	26.5	12.3	7.1	6.5	0.6	73.5
FDBK	62. My job performance is regularly reviewed with me.	9.0	32.9	20.6	17.4	8.4	9.0	2.6	62.6
FDBK	63. My performance appraisals help me perform my job more effectively.	9.0	40.6	15.5	15.5	8.4	7.1	3.9	65.2
CODE	64. Our employees treat the company's money as if it were their own.	13.5	36.8	20.0	12.9	7.7	5.8	3.2	70.3
WCON	65. The physical working conditions in my area are satisfactory.	23.2	43.2	20.6	5.2	5.2	2.6	0.0	87.1
EXCL	66. My work group places emphasis on doing the job right the first time.	34.8	46.5	12.9	2.6	2.6	0.6	0.0	94.2
EXCL	67. I am held accountable for the quality of the work I produce or fail to produce.	45.2	47.7	3.2	2.6	1.3	0.0	0.0	96.1
EXCL	68. I understand how my job relates to the company goal of providing excellent customer services.	48.4	41.3	7.7	0.6	1.9	0.0	0.0	97.4
CSVC	69. If a customer has a complaint, we do whatever it takes to satisfy him or her.	43.2	36.1	10.3	3.9	3.9	1.3	1.3	89.7
INCL	70. Our management team generally shows concern for team members.	28.4	40.0	20.6	7.1	2.6	0.6	0.6	89.0

XYZ Company Employee Opinion Survey: Overall  
(continued)

Factor	Survey Item	Pct SA	Pct Agr	Pct sagr	Pct sdis	Pct Dis	Pct SD	Pct NA	Pct Pos
JSTR	71. The workload DOES NOT frequently cause mistakes.	18.7	40.6	16.8	11.0	6.5	5.2	1.3	76.1
INCL	72. At work, my opinions seem to count.	18.1	34.2	25.2	9.7	7.7	5.2	0.0	77.4
EXCL	73. Individuals are encouraged to take responsibility for solving problems.	22.6	48.4	16.1	7.7	3.2	1.9	0.0	87.1
JSTR	74. The work flow in my department is well organized.	13.5	36.1	21.9	9.7	10.3	7.1	1.3	71.6
INCL	75. I feel free to use the "Open Door" policy.	34.2	32.3	12.9	9.0	5.2	5.8	0.6	79.4
GMOR	76. There is a spirit of cooperation between departments.	9.0	28.4	22.6	17.4	7.1	14.2	1.3	60.0
CSVC	77. Our customers feel this company provides excellent service.	14.2	40.6	24.5	11.0	6.5	1.9	1.3	79.4
TRNG	78. I have received the training I need to succeed in my present job.	12.9	25.2	35.5	14.2	4.5	6.5	1.3	73.5
INCL	79. I would feel free to talk openly about a work related issue with any manager at this company.	34.2	27.7	16.1	11.0	6.5	4.5	0.0	78.1
COMP	80. I feel a sense of responsibility to this company and its customers.	57.4	37.4	2.6	1.9	0.6	0.0	0.0	97.4
WCON	81. Internal job postings are communicated well.	17.4	32.9	23.2	11.0	8.4	5.8	1.3	73.5
WCON	82. This company provides me the equipment I need to do my job.	25.2	37.4	16.8	4.5	11.0	3.9	1.3	79.4
GMOR	83. There is open communication between functional areas. (e.g. between Sales and Service, Accounting and Sales, HR and Service, etc.)	11.6	23.9	26.5	19.4	9.7	8.4	0.6	61.9
COMP	84. The goals and objectives of my work group support the goals and objectives of the company.	25.8	51.6	16.8	2.6	1.3	0.6	1.3	94.2
SUPV	85. My immediate supervisor understands the requirements and challenges of my job.	32.9	36.8	15.5	5.8	2.6	5.8	0.6	85.2
INNO	86. There are no company barriers to performing my job to the maximum of my potential.	14.2	43.2	19.4	5.8	9.0	7.7	0.6	76.8
JSAT	87. At no time in the last year have I felt the need to find a new job.	21.3	26.5	11.6	17.4	11.6	11.0	0.6	59.4
MEET	88. The department meetings provide helpful and beneficial information.	17.4	34.8	22.6	10.3	6.5	5.8	2.6	74.8
INCL	89. I trust the people I work with.	22.6	41.3	21.3	8.4	4.5	1.9	0.0	85.2
COMP	90. In this company, our goals are clear.	18.7	43.9	18.1	9.7	5.2	3.9	0.6	80.6
BBEN	91. Our benefits program is competitive with other companies in the area.	12.9	34.8	23.2	11.6	8.4	5.8	3.2	71.0

XYZ Company Employee Opinion Survey  
Overall: 2nd Quarter, 2007  
**Survey Core Item Sorted by Overall Percent Positive**

Factor	Survey Item	Pct SA	Pct Agr	Pct sagr	Pct sdis	Pct Dis	Pct SD	Pct NA	Pct Pos
BBEN	1. I have a good understanding of our benefits package.	14.8	58.7	24.5	1.3	0.6	0.0	0.0	98.1
JSAT	2. I like this company as a place to work.	52.3	40.6	4.5	1.9	0.6	0.0	0.0	97.4
EXCL	68. I understand how my job relates to the company goal of providing excellent customer services.	48.4	41.3	7.7	0.6	1.9	0.0	0.0	97.4
COMP	80. I feel a sense of responsibility to this company and its customers.	57.4	37.4	2.6	1.9	0.6	0.0	0.0	97.4
JSAT	47. I like my job.	54.8	36.8	4.5	3.2	0.0	0.6	0.0	96.1
EXCL	67. I am held accountable for the quality of the work I produce or fail to produce.	45.2	47.7	3.2	2.6	1.3	0.0	0.0	96.1
GMOR	6. Employees in my department take pride in their work.	40.0	44.5	9.7	4.5	0.6	0.6	0.0	94.2
GMOR	10. Our employees generally get along well together.	29.7	49.0	15.5	3.9	1.3	0.6	0.0	94.2
EXCL	66. My work group places emphasis on doing the job right the first time.	34.8	46.5	12.9	2.6	2.6	0.6	0.0	94.2
COMP	84. The goals and objectives of my work group support the goals and objectives of the company.	25.8	51.6	16.8	2.6	1.3	0.6	1.3	94.2
JSAT	9. I see myself as a long-term employee in this company.	48.4	30.3	14.2	4.5	1.9	0.6	0.0	92.9
GMOR	26. I have a friend at work.	38.1	39.4	15.5	3.9	1.3	0.6	1.3	92.9
CODE	48. This company provides Equal Employment Opportunity for women and minorities.	40.6	47.1	5.2	3.9	1.9	0.6	0.6	92.9
CODE	49. Our company rules and policies are fair.	26.5	57.4	8.4	5.2	1.9	0.6	0.0	92.3
JSTR	51. I would welcome additional responsibilities in my job.	39.4	41.9	11.0	2.6	2.6	0.6	1.9	92.3
COMP	16. I have an important role to play in this company's success.	35.5	41.3	14.8	5.2	1.3	1.3	0.6	91.6
CODE	60. Our employees support and adhere to the Code of Conduct.	13.5	57.4	20.6	4.5	1.9	0.6	1.3	91.6
CODE	55. Our management supports and enforces the Code of Conduct.	20.6	52.3	18.1	2.6	1.3	3.2	1.9	91.0
GMOR	12. There is a spirit of teamwork and cooperation in my work group.	29.0	40.6	20.0	2.6	4.5	2.6	0.6	89.7
GMOR	24. My department is a fun place to work.	25.2	38.1	26.5	7.7	1.9	0.6	0.0	89.7
CSVC	69. If a customer has a complaint, we do whatever it takes to satisfy him or her.	43.2	36.1	10.3	3.9	3.9	1.3	1.3	89.7
INCL	70. Our management team generally shows concern for team members.	28.4	40.0	20.6	7.1	2.6	0.6	0.6	89.0
INCL	4. I have sufficient access to upper management at XYZ Company.	33.5	33.5	20.6	4.5	4.5	3.2	0.0	87.7
INCL	32. I have the authority I need to effectively carry out my duties and responsibilities.	27.1	40.0	20.6	4.5	3.2	3.2	1.3	87.7
JSTR	3. I feel secure in my job.	32.3	32.9	21.9	7.1	3.9	1.9	0.0	87.1
COMP	44. I have confidence in this company's top management.	19.4	46.5	21.3	2.6	4.5	4.5	1.3	87.1
WCON	65. The physical working conditions in my area are satisfactory.	23.2	43.2	20.6	5.2	5.2	2.6	0.0	87.1
EXCL	73. Individuals are encouraged to take responsibility for solving problems.	22.6	48.4	16.1	7.7	3.2	1.9	0.0	87.1
SUPV	7. My immediate supervisor tells me the truth even when it may be disagreeable.	32.9	36.1	17.4	5.8	4.5	3.2	0.0	86.5
COMP	34. I generally approve of this company's policies regarding its employees.	12.9	50.3	23.2	7.7	3.2	1.3	1.3	86.5
COMP	41. I have a clear understanding of this company's goals and business objectives.	21.9	33.5	29.7	5.8	7.1	1.9	0.0	85.2
COMP	58. I have confidence in my business unit's management team.	20.6	42.6	21.9	8.4	1.9	3.9	0.6	85.2
SUPV	85. My immediate supervisor understands the requirements and challenges of my job.	32.9	36.8	15.5	5.8	2.6	5.8	0.6	85.2
INCL	89. I trust the people I work with.	22.6	41.3	21.3	8.4	4.5	1.9	0.0	85.2
JSAT	59. If someone offered me a comparable job in another company today, I would stay with this company.	33.5	29.7	21.3	7.1	4.5	2.6	1.3	84.5

XYZ Company Employee Opinion Survey: Overall  
(continued)

Factor	Survey Item	Pct SA	Pct Agr	Pct sagr	Pct sdis	Pct Dis	Pct SD	Pct NA	Pct Pos
SUPV	5. My immediate supervisor is a good listener.	40.6	28.4	14.2	7.7	3.9	4.5	0.6	83.2
CSVC	22. This company has a good understanding of the needs of its customers.	14.2	44.5	24.5	6.5	6.5	3.2	0.6	83.2
SUPV	46. My immediate supervisor applies company rules and policies fairly.	24.5	48.4	10.3	5.8	7.1	2.6	1.3	83.2
SUPV	40. My immediate supervisor provides specific answers to my questions.	24.5	41.3	16.8	9.0	6.5	1.9	0.0	82.6
JSTR	57. The work demands placed upon me are realistic.	20.0	47.1	15.5	12.9	2.6	1.9	0.0	82.6
SUPV	28. My immediate supervisor and I trust each other.	34.8	31.0	16.1	7.7	5.2	5.2	0.0	81.9
GMOR	36. The morale in my department is generally good.	16.1	41.3	23.9	10.3	4.5	3.2	0.6	81.3
SUPV	25. My immediate supervisor is helpful in correcting my mistakes.	23.9	40.0	16.8	7.7	7.7	2.6	1.3	80.6
COMP	90. In this company, our goals are clear.	18.7	43.9	18.1	9.7	5.2	3.9	0.6	80.6
SUPV	18. I feel free to express my opinion to my immediate supervisor.	39.4	27.7	12.3	6.5	7.7	5.8	0.6	79.4
COMP	50. Company rules and policies are applied equally.	20.6	44.5	14.2	8.4	3.9	6.5	1.9	79.4
JSTR	56. I am able to maintain a reasonable balance between work and private life.	26.5	38.1	14.8	10.3	5.8	4.5	0.0	79.4
INCL	75. I feel free to use the "Open Door" policy.	34.2	32.3	12.9	9.0	5.2	5.8	0.6	79.4
CSVC	77. Our customers feel this company provides excellent service.	14.2	40.6	24.5	11.0	6.5	1.9	1.3	79.4
WCON	82. This company provides me the equipment I need to do my job.	25.2	37.4	16.8	4.5	11.0	3.9	1.3	79.4
JSTR	8. Excessive job stress is not a problem for me.	20.0	36.1	21.9	10.3	9.0	1.9	0.6	78.1
CSVC	31. Senior management (VP and above) places the right amount of emphasis on both quality of service and profitability.	16.8	38.1	23.2	9.7	4.5	5.2	2.6	78.1
INCL	79. I would feel free to talk openly about a work related issue with any manager at this company.	34.2	27.7	16.1	11.0	6.5	4.5	0.0	78.1
COMP	15. I feel this company is concerned about me.	20.0	32.9	24.5	11.0	8.4	3.2	0.0	77.4
CSAT	43. Good performance is recognized in my department.	21.9	27.7	27.7	8.4	7.1	5.8	1.3	77.4
INCL	72. At work, my opinions seem to count.	18.1	34.2	25.2	9.7	7.7	5.2	0.0	77.4
CSVC	30. In this company, we are careful to listen to our customers for ways to improve.	18.7	39.4	18.7	11.0	7.1	3.9	1.3	76.8
INNO	86. There are no company barriers to performing my job to the maximum of my potential.	14.2	43.2	19.4	5.8	9.0	7.7	0.6	76.8
JSTR	71. The workload DOES NOT frequently cause mistakes.	18.7	40.6	16.8	11.0	6.5	5.2	1.3	76.1
MEET	88. The department meetings provide helpful and beneficial information.	17.4	34.8	22.6	10.3	6.5	5.8	2.6	74.8
CSAT	19. Hard work is rewarded in this company.	17.4	32.3	24.5	9.7	9.7	5.2	1.3	74.2
COMP	21. In this company, we practice openness and honesty with all, even when that may seem difficult.	16.1	27.7	30.3	12.3	8.4	3.9	1.3	74.2
INCL	29. I am usually invited to participate in decisions affecting my work group.	21.9	23.2	29.0	9.0	8.4	6.5	1.9	74.2
INNO	38. The work atmosphere in my area encourages innovation.	16.8	34.8	21.9	16.1	5.8	4.5	0.0	73.5
CSAT	61. I am paid competitively for the work I do.	7.1	40.0	26.5	12.3	7.1	6.5	0.6	73.5
TRNG	78. I have received the training I need to succeed in my present job.	12.9	25.2	35.5	14.2	4.5	6.5	1.3	73.5
WCON	81. Internal job postings are communicated well.	17.4	32.9	23.2	11.0	8.4	5.8	1.3	73.5
SUPV	23. My immediate supervisor is more likely to praise me for my successes than criticize me for my mistakes.	19.4	27.7	25.8	12.9	5.8	7.7	0.6	72.9
FDBK	33. My performance appraisals tell me clearly how well I'm doing on the job.	17.4	38.7	16.8	12.3	7.7	3.2	3.9	72.9

XYZ Company Employee Opinion Survey: Overall  
(continued)

Factor	Survey Item	Pct SA	Pct Agr	Pct sagr	Pct sdis	Pct Dis	Pct SD	Pct NA	Pct Pos
COMP	37. I feel that I have sufficient access to information concerning company business performance.	9.7	36.1	27.1	15.5	9.0	1.9	0.6	72.9
CSAT	35. I am paid fairly.	11.0	39.4	21.3	14.8	6.5	5.8	1.3	71.6
JSTR	74. The work flow in my department is well organized.	13.5	36.1	21.9	9.7	10.3	7.1	1.3	71.6
FDBK	42. My immediate manager gives me appropriate feedback for my professional development.	18.7	32.3	20.0	16.8	7.1	3.9	1.3	71.0
BBEN	91. Our benefits program is competitive with other companies in the area.	12.9	34.8	23.2	11.6	8.4	5.8	3.2	71.0
CODE	64. Our employees treat the company's money as if it were their own.	13.5	36.8	20.0	12.9	7.7	5.8	3.2	70.3
TRNG	52. I received adequate company orientation when hired at XYZ Company.	12.3	36.1	20.0	11.0	10.3	9.0	1.3	68.4
CODE	53. Our company makes sound hiring decisions.	9.0	30.3	29.0	18.7	7.1	4.5	1.3	68.4
INCL	11. I have input into management decisions which affect my job.	15.5	33.5	18.7	13.5	9.0	9.7	0.0	67.7
INCL	20. I get all the information I need to do my job well.	11.6	33.5	21.3	14.2	11.6	7.7	0.0	66.5
FDBK	17. Our performance appraisal system helps me set meaningful goals and objectives.	12.3	28.4	25.2	13.5	9.7	7.7	3.2	65.8
FDBK	63. My performance appraisals help me perform my job more effectively.	9.0	40.6	15.5	15.5	8.4	7.1	3.9	65.2
CSAT	39. I have sufficient opportunity for advancement.	10.3	31.0	23.2	13.5	12.9	7.7	1.3	64.5
CSAT	14. This company pays better than most others in the area.	5.8	25.8	31.6	17.4	12.9	5.2	1.3	63.2
FDBK	62. My job performance is regularly reviewed with me.	9.0	32.9	20.6	17.4	8.4	9.0	2.6	62.6
INCL	27. I feel that I'm fully informed about management decisions that affect my job.	9.7	25.2	27.1	20.0	8.4	8.4	1.3	61.9
GMOR	83. There is open communication between functional areas. (e.g. between Sales and Service, Accounting and Sales, HR and Service, etc.)	11.6	23.9	26.5	19.4	9.7	8.4	0.6	61.9
TRNG	13. This company provides appropriate training for its employees.	10.3	19.4	31.0	14.8	11.6	11.6	1.3	60.6
CODE	54. In this company, the most qualified people are selected for promotions.	7.7	28.4	24.5	15.5	12.3	7.1	4.5	60.6
GMOR	76. There is a spirit of cooperation between departments.	9.0	28.4	22.6	17.4	7.1	14.2	1.3	60.0
JSAT	87. At no time in the last year have I felt the need to find a new job.	21.3	26.5	11.6	17.4	11.6	11.0	0.6	59.4
MEET	45. Our department holds regular meetings.	11.0	26.5	20.0	15.5	12.9	14.2	0.0	57.4