



SATISFACTION / PERFORMANCE / RESEARCH

Sample Displays

Report for:

ABC, Inc. Overall

Prepared by SPR Center

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Executive Summary



Sample Executive Summary

ABC, Inc. has as goals to be the industry leader in product and service offerings and attracting and retaining employees. The purpose of the survey is to gain employee input regarding issues that may impact the Company's ability to achieve such a goal and areas where our processes are working.

In total, 700 surveys were distributed to employees through inter-office mail in June, 2005. Employees were asked to complete the questionnaire and return it to an external survey consulting organization, SPR Center. A grand total of 500 surveys were returned yielding an overall response rate of 71%.

Through their participation in the survey process, all employees are asked to share in the following survey objectives:

- Establish a baseline for the Company's values and operations today.
- Learn where employees see strengths and areas of opportunity for the organization.
- Act on survey findings that will improve business results and employee job satisfaction.
- Survey again in the future to determine if the Company is making progress toward the stated goals.



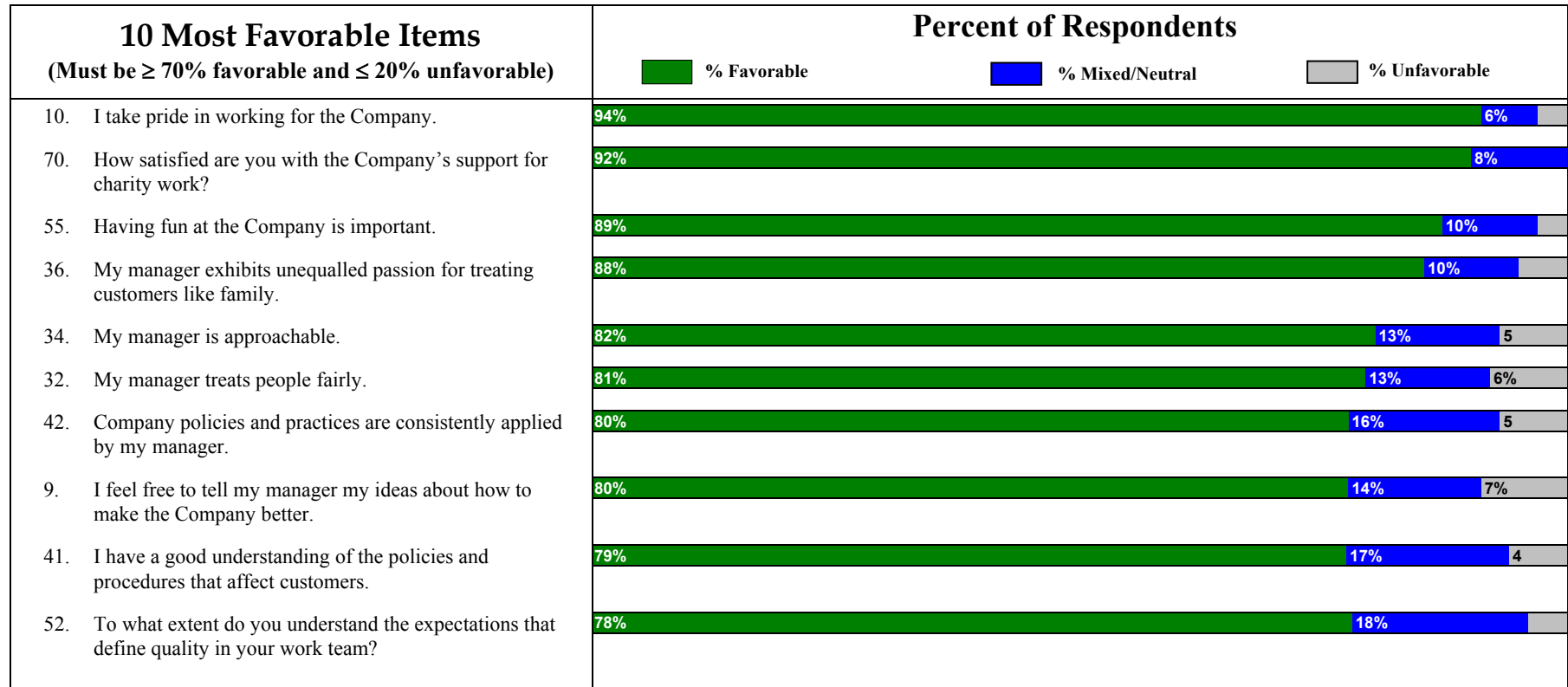
**Top Three/Bottom Three
Scoring Themes**

Top Three Scoring Themes	Percent Favorable
Organizational Image	86
Senior Leadership Team	77
Supervisor	77

Bottom Three Scoring Themes	Percent Favorable
Compensation	49
Trust/Security	57
Training	62










**Most Favorable/Least
Favorable Items**



This same type of display can also be used to show “Least Favorable Items”



Difference Report




Most Positive Differences	Difference in % Favorable (Your Report Group vs. ABC, Inc. Overall)	
4. The Company does a good job managing below-standard performers.		29% 
14. My work team functions as a close-knit, cohesive team.		27% 
34. My manager is approachable.		27% 
9. I feel free to tell my manager my ideas about how to make the Company better.		25% 
46. How satisfied are you with the Company's efforts to promote from within?		23% 
54. To what extent is the quality of work compromised in the interests of meeting deadlines or goals?		22% 
33. My manager effectively communicates with me.		20% 
37. My manager has great "people skills."		17% 
51. We have planned and consistent methods for doing our work.		16% 
12. To what extent does your manager communicate the team's goals and objectives?		14% 

This same type of display can also be used to show "Most Negative Differences"






Theme Summary



Theme Summary	Percent of Respondents		
	 % Favorable	 % Mixed/Neutral	 % Unfavorable
Organizational Image			
ABC, Inc. Overall	86%	13%	
Business Line X	100%		
Empowerment			
ABC, Inc. Overall	76%	17%	8%
Business Line X	66%	18%	15%
Strategy/Direction/Goals			
ABC, Inc. Overall	69%	23%	8%
Business Line X	55%	22%	22%
Work Team			
ABC, Inc. Overall	68%	22%	10%
Business Line X	63%	20%	17%
Performance Management			
ABC, Inc. Overall	67%	24%	10%
Business Line X	51%	33%	15%
Trust/Security			
ABC, Inc. Overall	57%	27%	17%
Business Line X	44%	11%	44%



Items within Themes

Items within Themes	# of Resp.	Percent of Respondents			Category Percents					% Miss- ing
		 % Favorable	 % Mixed/Neutral	 % Unfavorable	1	2	3	4	5	
Empowerment										
7. I have the authority to make the decisions that I feel are necessary to do my job effectively.										
ABC, Inc. Overall	3,959	71%	20%	9%	22	49	20	7	2	1
Business Line X	18	66%	22%	11%	44	22	22	11	0	0
8. Management recognizes honest mistakes as a part of doing business.										
ABC, Inc. Overall	3,951	76%	18%	7%	25	51	18	5	2	1
Business Line X	18	78%	22%		56	22	22	0	0	0
9. I feel free to tell my manager my ideas about how to make the Company better.										
ABC, Inc. Overall	3,946	80%	14%	7%	36	44	14	5	2	1
Business Line X	18	55%	11%	33%	33	22	11	33	0	0

