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Company XYZ
Associate Opinion Survey
March 2016

Department A
SAMPLE REPORT



Introduction To The Survey Data Report

The Associate Survey was created to measure all the major variables that impact Associate productivity at your company. The results of the survey for Department A are reported here and have been summarized in a format to help you understand and utilize the results for your associate group quickly and efficiently.

Administration Of The Survey And Participation Rate For Department A

The Associate Survey was administered to all associates at during February and March of 2016. A total of 719 surveys were completed by Associates at Department A.

The Organization Of The Associate Survey Results

The survey results for Department A are summarized in three sections of this data report: The Executive Summary, The Category Summary and The Item Summary.

Survey Queries

All queries regarding this report should be directed to Surcon International, Inc., 1341 West Fullerton Ave., Suite 306, Chicago, Illinois 60614. Phone: 505.699.4816; E-mail: petronio@surcon.com

Section 1: The Executive Summary

The Executive Summary lists the most and least favorable results for your Associates. These results are displayed in the sections that follow. The most favorable results, or strengths Department A are displayed first, followed by the least favorable results, or weaknesses for Department A. The ten most and least favorable items from the survey are listed.



Dorcont

The 10 Most Favorable Items For Department A

45. I take pride in my work.	Favorable 98
Safety is important to everyone in my work group.	96
20. I understand what my customers need.	95
47. It is important to make changes at Co. XYZ in order for us to compete more successfully.	94
43. I would recommend the products we offer at Co. XYZ to my friends.	94
18. The safety policies in my work area encourage me to perform my job in a safety conscious way.	92
37. I am proud to be a Co. XYZ associate.	92
39. Productivity is important in my work group.	91
19. I know who the customers of my activities and processes are.	90
38. Quality is stressed in my work group.	90



The 10 Least Favorable Items For Department A

	Percent Favorable
33. The work load is distributed correctly in my work group.	62
31. I believe the people I work with respect each other.	69
27. I believe the people I work with trust each other.	70
23. My suppliers understand my quality needs.	70
15. If I need development to do my job better, I am provided with developmental opportunities.	71
32. The work flow in my area is well organized.	72
3. When there are changes that affect my job, I am told why.	73
41. I receive adequate information regarding Co. XYZ's environmental performance.	73
11. When I try to improve something, I get help and encouragement from my work group.	75
16. My supervisor tells me where I stand in my job performance; good or bad.	77



Section II: The Survey Categories

The second section of this report contains all the items in the survey grouped into categories (e.g. Supervision, Co-Worker Relations, etc.) These are the primary categories of information that were measured in your survey. The results displayed in this section provide you with an overview of the total survey results for Department A.

	Valid		Of Respon		Ca	tego	ory F	Perc	ents		% Miss-
	N	% Favorable	% Neutral	% Unfavorable	1	2	3	4	5	6	ing
Safety/Health											
Department A	708	87%		10	52	36	10	2	1	2	2
CO. XYZ Total	1,020	86%		10	50	36	10	2	2	2	2
Associate Development/Job Success											
Department A	716	79%		13% <mark>8%</mark>	35	44	13	5	3	0	0
CO. XYZ Total	1,034	76%		14% <mark>9%</mark>	34	43	14	6	3	0	0
Productivity											
Department A	714	79%		13% <mark>9%</mark>	33	46	13	6	3	0	0
CO. XYZ Total	1,033	77%		13% <mark>10</mark>	33	44	13	7	3	0	1
Total Quality											
Department A	704	81%		13% <mark>5</mark>	37	44	13	4	2	2	2
CO. XYZ Total	1,017	80%		14% <mark>6</mark>	38	43	14	4	2	2	2

	Valid	Percent Of			Ca	teg	ory F	erc	ents		% Miss-
	N	% Favorable	% Neutral	% Unfavorable	1	2	3	4	5	6	ing
Environmental Management											
Department A	711	81%		15%	40	41	15	2	1	1	1
CO. XYZ Total	1,026	79%		17%	38	41	17	3	2	1	1
Communication											
Department A	714	82%		12% 7	38	44	12	5	2	0	1
CO. XYZ Total	1,033	80%		12% <mark>8%</mark>	37	43	12	6	2	0	1
Job Satisfaction											
Department A	717	90%		6	57	33	6	2	2	0	0
CO. XYZ Total	1,037	90%		6	58	32	6	2	1	0	0
Identification With Co. XYZ											
Department A	714	88%		8%	59	29	8	3	2	0	1
CO. XYZ Total	1,030	87%		9%	57	30	9	3	2	0	1
Co-Worker Relations											
Department A	715	75%		17% <mark>9%</mark>	29	45	17	7	3	0	0
CO. XYZ Total	1,034	75%		16% <mark>9%</mark>	31	44	16	6	3	0	0
Supervision											
Department A	717	79%		12% <mark>9%</mark>	40	39	12	6	4	0	0
CO. XYZ Total	1,035	79%		12% <mark>9%</mark>	41	38	12	6	4	0	0

		Valid		nt <u>Of</u> Respon		Ca	tego	ory F	erc	ents		% Miss-
		N	% Favorable	Weutral % Neutral	% Unfavorable	1	2	3	4	5	6	ing
Customer Orientation												ı
	Department A	713	89%		8	45	43	8	2	1	1	1
	CO. XYZ Total	1,025	88%		8%	45	42	8	2	1	1	1
Management												ı
	Department A	715	81%		11% <mark>8%</mark>	45	36	11	5	4	0	0
	CO. XYZ Total	1,033	81%		11% <mark>8%</mark>	47	34	11	5	4	0	0
Change At Co. XYZ												Ī
	Department A	716	85%		12%	43	43	12	2	1	0	0
	CO. XYZ Total	1,035	85%		12%	41	44	12	2	1	0	0
Intention To Leave												ı
	Department A	710	85%		11%	61	24	11	1	3	1	1
	CO. XYZ Total	1,027	84%		12%	59	25	12	1	2	1	2

Company XYZ
Department A
March 2000

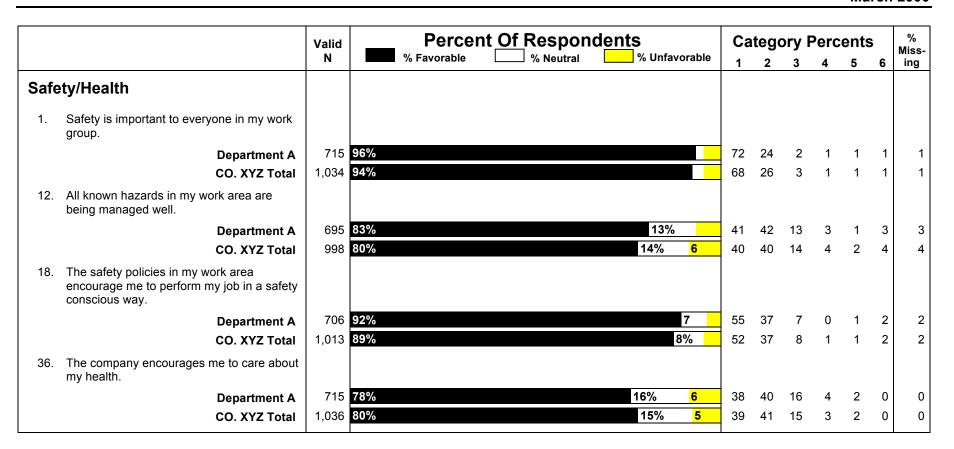
Section III: The Item Results

The detailed results of the survey are presented in the last section of this report. In this section all the results for the Department A on all the items in the survey are presented. The items are grouped by their appropriate category (e.g. Supervision). The full set of options for favorable, neutral and unfavorable on each item are presented in graphical form.

Further Interpretation Of The Survey Results For Department A

As you examine your survey results in more detail it will be helpful to use the following criteria to assess the severity of problems. Survey items that score above 70% favorable represent areas where there are probably no problems. Survey items that score between 50% and 70% favorable represent areas where there may be a potential problem. Survey items that score below 50% favorable represent areas that a cause for concern.





		Valid	Percer	nt <u>Of</u> Respon	d <u>ent</u> s	Ca	teg	ory F	erc	ents	;	% Miss
		N	% Favorable	% Neutral	% Unfavorable	1	2	3	4	5	6	ing
	ociate Development/Job cess											
13.	I have the resources I need to do good work.											
	Department A	715	84%		9% 6	38	46	9	4	2	0	C
	CO. XYZ Total	1,035	81%		10 <mark>10</mark>	36	45	10	7	3	0	C
14.	In my job, I have the opportunity to better my skills.											
	Department A	717	81%		12% 8	39	42	12	4	4	0	C
	CO. XYZ Total	1,035	80%		12% 7	38	42	12	4	3	0	C
15.	If I need development to do my job better, I am provided with developmental opportunities.											
	Department A	716	71%		19% 10	28	43	19	7	3	0	C
	CO. XYZ Total	1,032	68%		21% 10	27	41	21	7	3	1	1

		Valid	Percer	nt <u>Of</u> Respon		Ca	iteg	ory	Perc	ents	3	% Miss-
		N	% Favorable	└── % Neutral	% Unfavorable	1	2	3	4	5	6	ing
Pro	ductivity											
21.	Most of the people in my work group work efficiently.											
	Department A	714	80%		12% <mark>9%</mark>	27	53	12	6	3	0	0
	CO. XYZ Total	1,035	78%		13% <mark>9%</mark>	27	51	13	6	3	0	0
32.	The work flow in my area is well organized.											
	Department A	712	72%		18% 10	21	51	18	6	4	1	1
	CO. XYZ Total	1,029	68%		18% 13 %	20	48	18	9	4	1	2
33.	The work load is distributed correctly in my work group.											
	Department A	710	62%	209	% <mark>18%</mark>	17	45	20	13	5	1	1
	CO. XYZ Total	1,026	62%	20%	4 19%	17	45	20	13	6	1	2
39.	Productivity is important in my work group.											
	Department A	718	91%		6	53	38	6	2	1	0	0
	CO. XYZ Total	1,038	91%		6	54	37	6	2	1	0	0
40.	The roles and responsibilities of my job are clear to me.											
	Department A	717	88%		7 5	47	41	7	3	2	0	0
	CO. XYZ Total	1,038	88%		7 5	49	39	7	3	2	0	0

		Valid	Percer	nt <u>Of</u> Respon	d <u>ent</u> s	Ca	teg	ory F	Perc	ents	;	% Miss-
		N	% Favorable	% Neutral	% Unfavorable	1	2	3	4	5	6	ing
Tota	al Quality											
7.	My work group uses teamwork to get things done.											
	Department A	716	78%		13% <mark>9%</mark>	32	46	13	6	3	0	0
	CO. XYZ Total	1,032	77%		13% <mark>9%</mark>	34	43	13	6	3	1	1
8.	An important part of my job is to improve the way things are done.											
	Department A	712	86%		10	47	39	10	3	1	0	1
	CO. XYZ Total	1,032	86%		10	48	38	10	3	1	0	1
9.	The people in my work group are trying to improve the quality of our products/services.											
	Department A	717	83%		12% <mark>5</mark>	36	47	12	3	2	0	0
	CO. XYZ Total	1,037	82%		12% <mark>6</mark>	36	46	12	4	2	0	0
23.	My suppliers understand my quality needs.											İ
	Department A	655	70%		24%	22	48	24	4	2	9	8
	CO. XYZ Total	944	67%		26% <mark>6</mark>	21	46	26	4	2	9	10
38.	Quality is stressed in my work group.											l
	Department A	719	90%		7	49	41	7	2	1	0	0
	CO. XYZ Total	1,041	89%		8	49	40	8	3	1	0	0

	Valid		nt <u>Of</u> Respon	d <u>ent</u> s	Ca	tego	ory F	erc	ents		% Miss
	N	% Favorable	Neutral	% Unfavorable	1	2	3	4	5	6	ing
Environmental Management											
34. Co. XYZ practices good environmental management at my location.											
Department A	704	83%		14%	43	40	14	2	1	2	:
CO. XYZ Total	1,011	80%		17%	40	40	17	2	2	3	;
35. Co. XYZ's involvement in good environmental practices is important to me.											
Department A	716	88%		10	48	40	10	0	1	0	(
CO. XYZ Total	1,036	87%		11%	47	40	11	0	1	0	
41. I receive adequate information regarding Co. XYZ's environmental performance.											
Department A	713	73%		20% 7	30	43	20	5	2	1	
CO. XYZ Total	1,032	70%		22% 8%	28	42	22	6	2	1	

		Valid		nt <u>Of</u> Respon		Ca	tego	ory I	Perc	ents	;	% Miss-
		N	% Favorable	Neutral % Neutral	% Unfavorable	1	2	3	4	5	6	ing
Cor	mmunication											
2.	I feel free to give my ideas or opinions.											
	Department A	715	85%		9% <mark>7</mark>	48	37	9	4	3	0	0
	CO. XYZ Total	1,035	85%		8% <mark>7</mark>	48	37	8	4	3	0	0
3.	When there are changes that affect my job, I am told why.											
	Department A	708	73%		16% 12%	28	45	16	9	3	1	2
	CO. XYZ Total	1,025	71%		16% <mark>13%</mark>	28	43	16	10	3	1	2
4.	I get the information I need about the company.											
	Department A	716	83%		12%	36	47	12	3	1	0	0
	CO. XYZ Total	1,036	80%		13% <mark>7</mark>	34	46	13	5	2	0	0
5.	I believe that the information I get about the company is accurate.											
	Department A	716	88%		10	41	47	10	2	1	0	0
	CO. XYZ Total	1,036	85%		11%	38	47	11	3	1	0	0

	Valid		Perce	nt <u>Of</u> Respon	d <u>ent</u> s		Ca	tego	ory F	erc	ents		% Miss
	N		% Favorable	% Neutral	% Unfavo	orable	1	2	3	4	5	6	ing
Job Satisfaction													
6. I feel good about my job.													
Departm	ent A 714	84%			10	5	43	41	10	3	2	0	
CO. XYZ	Total 1,035	84%			10	6	45	39	10	4	2	0	l
42. I get personal satisfaction from the wordo.	ork I												
Departm	ent A 718	88%			7	5	50	38	7	3	2	0	
CO. XYZ	Total 1,037	89%			7		52	37	7	3	1	0	
45. I take pride in my work.													
Departm	ent A 718	98%					77	21	2	0	1	0	
CO. XYZ	Total 1,040	98%					78	20	1	0	1	0	

	Valid			ent <u>Of</u> Res	pon		Ca	teg	ory F	Perc	ents	;	% Miss-
	N		% Favorable	% Ne	utral	% Unfavorable	1	2	3	4	5	6	ing
Identification With Co. XYZ													
37. I am proud to be a Co. XYZ associate.													
Department A	719	92%				6	63	29	6	1	1	0	(
CO. XYZ Total	1,039	91%				7	60	31	7	1	1	0	(
43. I would recommend the products we offer at Co. XYZ to my friends.													
Department A	708	94%				5	64	30	5	1	1	1	1
CO. XYZ Total	1,023	93%				5	63	30	5	1	1	1	1
46. I would recommend Co. XYZ to my friends as a good place to work.													
Department A	717	86%				8% <mark>5</mark>	57	29	8	3	2	0	0
CO. XYZ Total	1,036	86%				9% 5	57	29	9	3	2	0	C
50. If I could make the same pay and do the same work as I do now for Co. XYZ and I was completely free to choose I would stay as opposed to go to another company.													
Department A	710	78%				14% <mark>8%</mark>	50	28	14	5	3		1
CO. XYZ Total	1,022	77%				15% 7	48	29	15	5	2		2

	Valid		it <u>Of</u> Respon	d <u>ent</u> s	Ca	teg	ory l	Perc	ents		% Miss
	N	% Favorable	Neutral	% Unfavorable	1	2	3	4	5	6	ing
Co-Worker Relations											
 The people in my work group share ideas and information to improve the quality of our products/services. 											
Department A	716	79%		13% <mark>8%</mark>	31	48	13	6	2	0	0
CO. XYZ Total	1,035	78%		14% <mark>8%</mark>	33	45	14	6	2	0	0
 When I try to improve something, I get help and encouragement from my work group. 											
Department A	714	75%		17% 8%	29	46	17	5	3	0	1
CO. XYZ Total	1,034	73%		17% <mark>9%</mark>	29	44	17	6	3	0	0
 I believe the people I work with trust each other. 											
Department A	715	70%		18% 13%	30	40	18	10	3	0	0
CO. XYZ Total	1,032	72%		16% <mark>12%</mark>	32	40	16	9	3	0	1
 I believe the people I work with have integrity. 											
Department A	715	80%		16% <mark>5</mark>	33	47	16	3	2	0	0
CO. XYZ Total	1,033	81%		14% 5	36	45	14	3	2	0	0

		Valid			nt Of Respon			Ca	tego	ory Percents			% Miss	
		N		% Favorable	└── % Neutral	% U	nfavorable	1	2	3	4	5	6	ing
31.	I believe the people I work with respect each other.													İ
	Department A	716	69%			19%	12%	23	46	19	9	3	0	C
	CO. XYZ Total	1,035	72%			17%	11%	26	46	17	8	3	0	C
Sup	ervision													İ
16.	My supervisor tells me where I stand in my job performance; good or bad.													
	Department A	718	77%			12%	11%	39	38	12	7	4	0	C
	CO. XYZ Total	1,037	77%			13%	11%	39	38	13	7	4	0	(
17.	My supervisor listens to the suggestions I have about the work in my area.													İ
	Department A	716	79%			13%	9%	40	39	13	5	4	0	C
	CO. XYZ Total	1,035	79%			12%	6 <mark>9%</mark>	41	38	12	5	4	0	C
24.	I believe my supervisor recognizes my good work.													ľ
	Department A	716	78%			12%	10	38	40	12	6	4	0	C
	CO. XYZ Total	1,032	78%			12%	10	39	39	12	6	4	0	C
25.	My supervisor is available when I need help.													ſ
	Department A	716	82%			12	2% <mark>6</mark>	42	40	12	4	2	0	C
	CO. XYZ Total	1,036	82%			1	1% <mark>7</mark>	44	38	11	5	2	0	0

	Valid	· · ·			Ca	tego	ory F	Perc	ents		% Miss
	N	% Favorable	% Neutral	% Unfavorable	1	2	3	4	5	6	ing
Customer Orientation											
 I know who the customers of my activities and processes are. 											
Department A	712	90%		7	50	40	7	2	1	1	
CO. XYZ Total	1,024	88%		8%	48	40	8	2	1	1	
20. I understand what my customers need.											
Department A	714	95%			51	44	4	1	1	0	(
CO. XYZ Total	1,026	94%			51	43	4	1	1	1	
 I know when my customers are satisfied with the products and services I provide. 											
Department A	713	81%		13% 6	35	46	13	4	2	1	
CO. XYZ Total	1,024	81%		13% <mark>6</mark>	37	44	13	4	2	2	

						teg	ory F	Perc	ents		% Miss-
	N	% Favorable	└ % Neutral	Unfavorable	1	2	3	4	5 6		ing
Management											
26. I believe management at my location trusts me.											
Department A	715	83%		10 8	51	32	10	4	4	0	0
CO. XYZ Total	1,033	83%		9% 8%	52	31	9	4	4	0	0
28. I believe the management at my location has integrity.											
Department A	714	80%		12% <mark>8%</mark>	43	37	12	5	3	0	0
CO. XYZ Total	1,031	80%		12% <mark>8%</mark>	45	35	12	5	3	0	0
30. I believe the management at my location respects me.											
Department A	716	80%		11% <mark>9%</mark>	42	38	11	5	4	0	0
CO. XYZ Total	1,034	80%		11% <mark>9%</mark>	44	36	11	5	4	0	0

	Valid	Percei	nt <u>Of</u> Respon	d <u>ent</u> s	Ca	teg	ory F	Perc	ents		% Miss-
	N	% Favorable	Meutral % Neutral	% Unfavorable	1	2	3	4	5	6	ing
Change At Co. XYZ											
 I generally support the changes that are announced and implemented in the company. 											
Department A	716	82%		14%	31	51	14	3	1	0	0
CO. XYZ Total	1,037	81%		15% <mark>5</mark>	30	51	15	4	1	0	0
47. It is important to make changes at Co. XYZ in order for us to compete more successfully.											
Department A	717	94%		5	63	31	5	0	1	0	0
CO. XYZ Total	1,036	94%		5	60	34	5	0	1	0	0
48. I understand the changes taking place at my location.											
Department A	715	80%		16% 5	34	46	16	3	2	0	0
CO. XYZ Total	1,032	79%		15% <mark>5</mark>	33	46	15	3	2	0	1

Company XYZ Department A March 2000

	Valid	•				Category Percents					
	N	% Favorable	└── % Neutral	% Unfavorable	1	2	3	4	5		Miss- ing
Intention To Leave											
49. I intend to stay with Co. XYZ for the next several years.											
Department A	710	85%		11%	61	24	11	1	3	1	1
CO. XYZ Total	1,027	84%		12%	59	25	12	1	2	1	2

Documentation Page

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