

## **ABC Company**

The responses included in this report were collected in an online Employee Opinion Survey from March 10, 2015 to March 24, 2015.

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**Reported by:**

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## Table of Contents

You may go directly to the page regarding the categories and open-ended questions by clicking on the links below. To return to this page, click on the "Table of Contents" on the top right of each page.

### [Section 1: Employee Demographics](#)

### [Section 2: Dimension Summary](#)

1. [Top Findings](#)
2. [Favorable Responses](#)

### [Section 3: Dimensions](#)

### [Section 4: Dimension Summaries by Breakouts](#)

1. [By Location](#)
  1. [California](#)
  2. [Texas](#)
  3. [Connecticut](#)
  4. [Virtual](#)
2. [By Employee Type](#)
  1. [Managers & Directors](#)
  2. [Service Providers](#)
  3. [Support](#)
  4. [Client Facing](#)

### [Section 5: Open-Ended Questions](#)

- [Open-Ended Question #1 - Do you feel proud to tell people where you work?](#)
- [Open-Ended Question #2 - Do you feel valued for the work you do?](#)

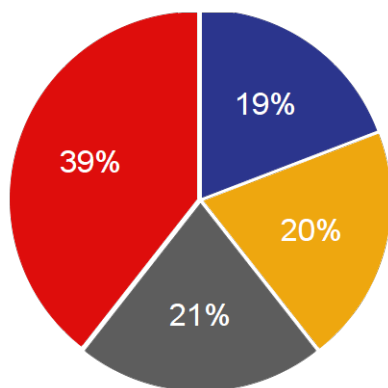
### [Contact Employers Group Research Services](#)

### Section 1: Survey Participants, Profile

The profile of the employees that took part in the survey were grouped under the following breakouts:

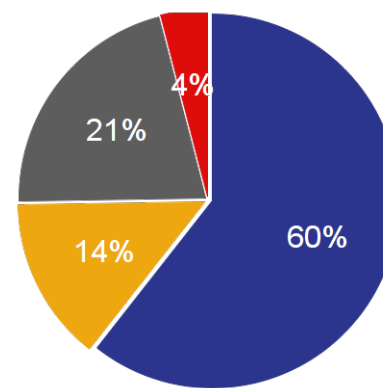
**Breakout #1**

■ Texas ■ Connecticut ■ California ■ Virtual



**Breakout #2**

■ Managers & Directors ■ Service Providers ■ Support ■ Client Facing



Answer	Response	%
California	76	21%
Texas	70	19%
Connecticut	74	20%
Virtual	143	39%
Total	363	100%

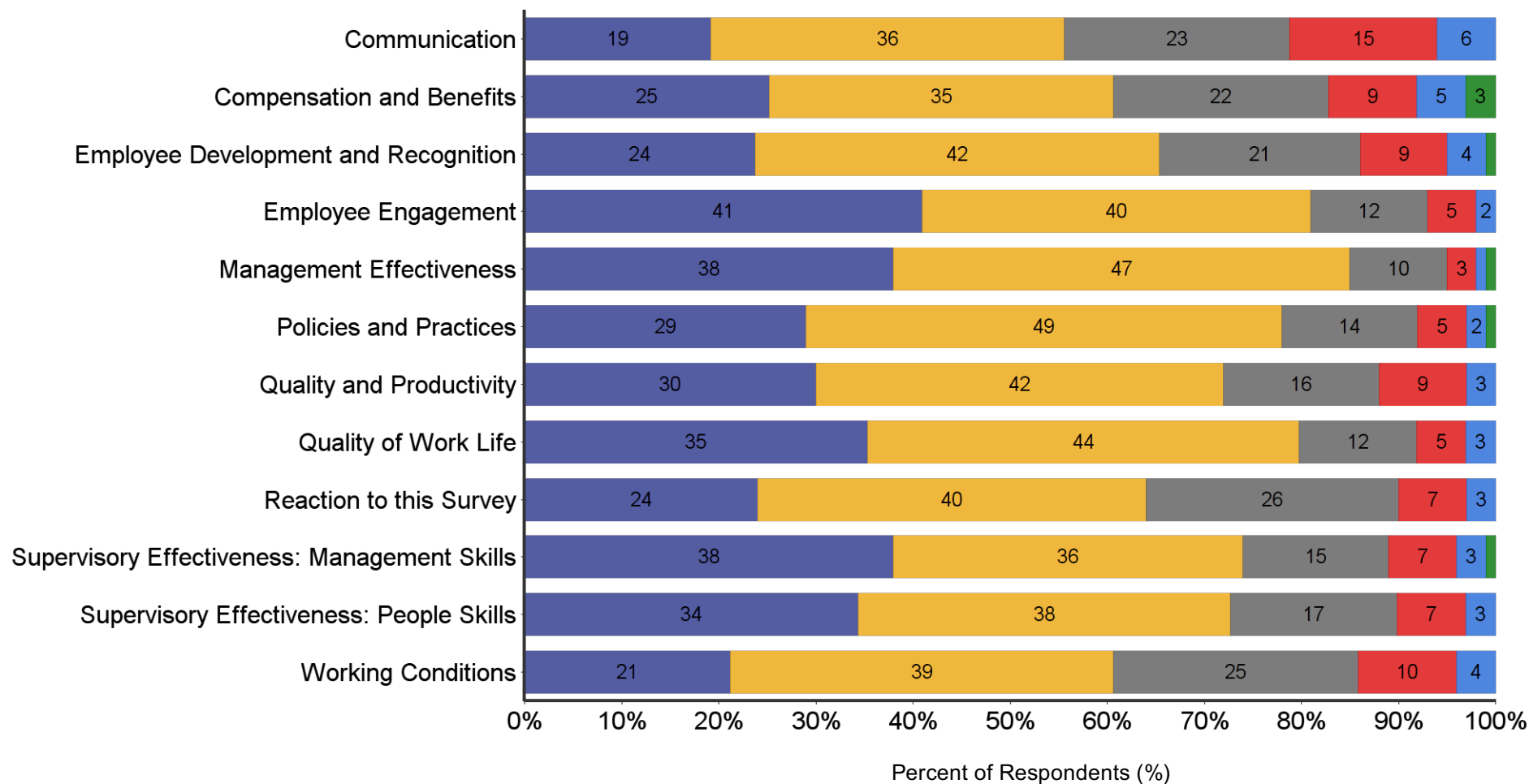
Answer	Response	%
Managers & Directors	219	60%
Service Providers	52	14%
Support	78	21%
Client Facing	14	4%
Total	363	100%

[Return to Table of Contents](#)

### Section 2: Dimension Summary Top Findings

In all, the percentage (%) of the scores to each of the survey dimensions - presented alphabetically - are as follows:

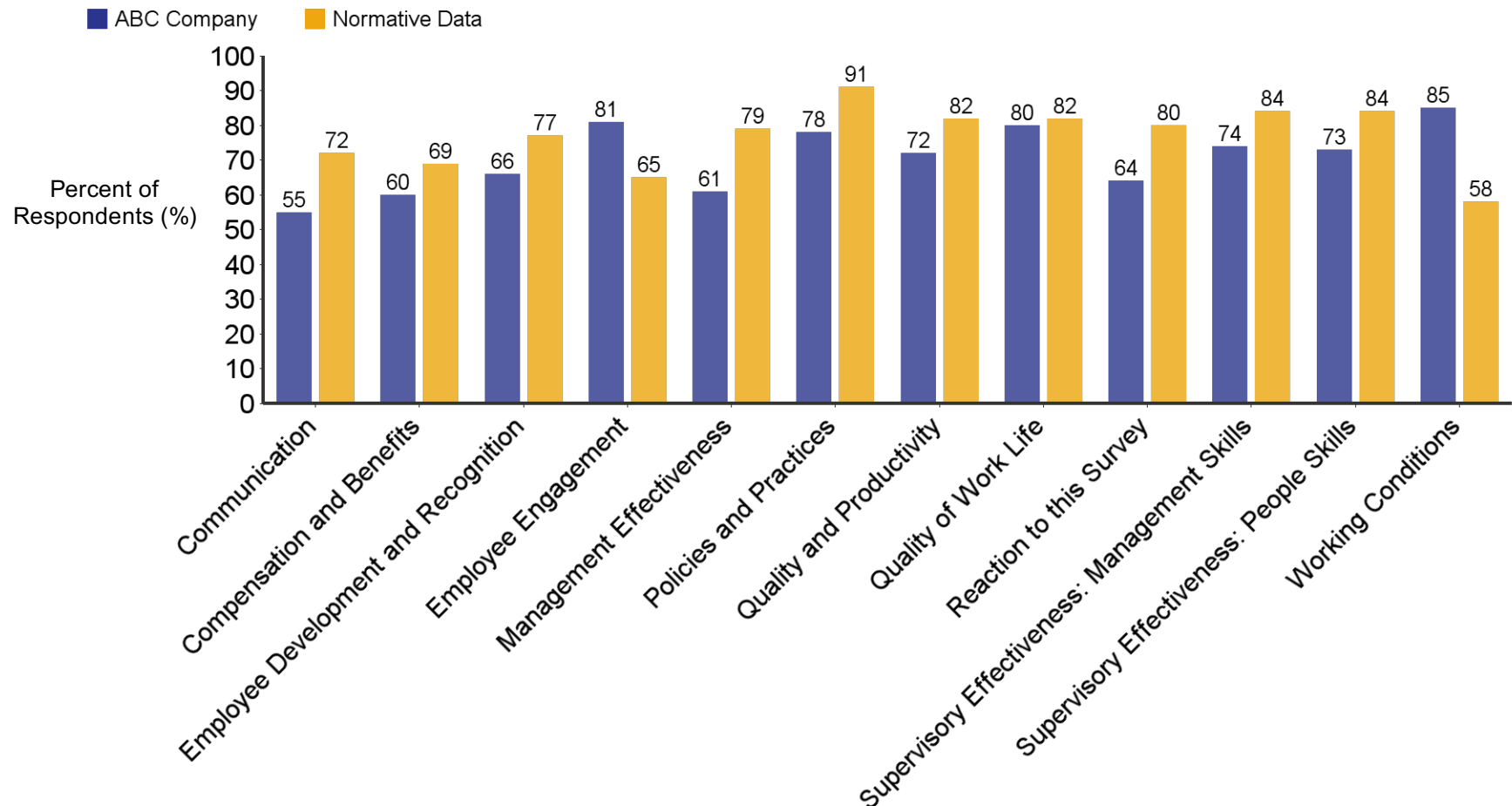
■ Strongly Agree   
 ■ Agree   
 ■ Neither Agree nor Disagree   
 ■ Disagree   
 ■ Strongly Disagree   
 ■ N/A



[Return to Table of Contents](#)

### Section 2: Dimension Summary Favorable Responses

The scores are represented as percentages (%) of the number of favorable responses ("Strongly Agree" and "Agree") over the total number of responses for that dimension. Your company scores are compared to normative data from Employers Group's own reference population, comprised of all industries, that establishes a baseline measurement against which the EOS dimension score can be compared.



[Return to Table of Contents](#)

## Section 3: Dimensions Communication

Employees' freedom to express their ideas and feelings and the opportunity they have to learn about organization plans and what, in general, is going on in the organization are measures of effective communication. In addition, there are usually negative reactions to management communication when there is lack of confidence in management.

Question	Strongly Agree	Agree	Neither Agree nor Disagree (Neutral)	Disagree	Strongly Disagree	N/A
I am informed about changes in a timely manner.	13%	30%	26%	22%	9%	0%
I feel comfortable expressing my opinions.	21%	39%	21%	12%	6%	-
I am rarely confused by conflicting instructions.	16%	41%	23%	13%	7%	0%
Management keeps us informed about new plans and developments.	15%	31%	28%	17%	9%	1%
I learn more from official communication than I do through other employees.	7%	18%	33%	29%	11%	1%
This organization communicates well with employees.	16%	34%	28%	16%	6%	0%
I understand how my job contributes to the success of the organization.	42%	50%	5%	2%	1%	-
I am kept informed about the performance of the business.	21%	45%	22%	9%	3%	0%

[Return to Table of Contents](#)

## Section 3: Dimensions Compensation and Benefits

The equity of pay, both internal and external to the organization, is covered in this component. Employees are also asked about their satisfaction with employee benefits, how well they are understood and how they compare to benefits offered by other firms.

Question	Strongly Agree	Agree	Neither Agree nor Disagree (Neutral)	Disagree	Strongly Disagree	N/A
Compared with other organizations in this area, pay here is good.	23%	41%	25%	8%	2%	1%
I understand how my pay is determined.	25%	32%	21%	15%	7%	-
Our retirement plan(s) are good.	43%	38%	14%	2%	0%	3%
I understand this organization's benefits program.	29%	52%	12%	2%	1%	3%
In this organization, better performers receive better pay.	19%	26%	30%	13%	9%	2%
Our paid time-off benefits (holidays, vacations, etc.) are good.	24%	33%	19%	11%	7%	6%
I am paid fairly compared to other people in this organization.	18%	35%	31%	6%	6%	4%
Compared with other organizations in this area, our benefits package is good.	21%	30%	26%	11%	5%	6%
Our health benefits are good.	20%	29%	23%	14%	7%	7%



[Return to Table of Contents](#)

## Section 3: Dimensions Employee Development and Recognition

Here employees assess their contentment in terms of advancement, promotions and learning opportunities, changes that are made within the organization, and they consider their worth to the organization as measured by management's recognition of their contributions to the organization.

Question	Strongly Agree	Agree	Neither Agree nor Disagree (Neutral)	Disagree	Strongly Disagree	N/A
There are opportunities for advancement in this organization.	26%	36%	25%	9%	4%	0%
My performance is discussed to help me improve.	18%	42%	21%	11%	6%	1%
I am properly trained for my job.	28%	51%	13%	6%	2%	0%
This organization makes me feel that my contribution is important.	28%	43%	17%	10%	2%	0%
This organization provides employees with opportunities to develop their skills.	29%	47%	15%	7%	2%	1%
Promotions generally are given to the people who deserve them.	16%	31%	33%	9%	7%	3%



### Section 3: Dimensions Employee Engagement

This component covers elements that determine employee's overall engagement in their jobs and the organization: perceived value of the work, future career growth, optimism about the future, work-life balance, and interactions with management. These measurements suggest employees' commitment—their willingness to stay with the organization and to give full effort to the goals of the organization and the tasks of the individual job.

Question	Strongly Agree	Agree	Neither Agree nor Disagree (Neutral)	Disagree	Strongly Disagree	N/A
I have the flexibility to arrange my work so that I can meet my business objectives and balance my family and personal needs.	45%	35%	11%	6%	2%	0%
I am proud to be part of this organization.	61%	30%	8%	1%	-	-
I am involved with decisions that affect my work.	27%	37%	17%	11%	7%	1%
I believe my career aspirations can be achieved at this organization.	31%	37%	20%	7%	5%	-
I am doing something I consider satisfying and worthwhile in my job.	35%	44%	14%	6%	1%	0%
I am satisfied with the level of balance between my work and personal life.	25%	44%	19%	11%	2%	0%
I am committed to seeing this organization succeed.	68%	27%	4%	-	0%	-
Considering everything, I am satisfied working for this organization at the present time.	44%	40%	10%	4%	1%	0%
I see myself working for this organization three years from now.	58%	27%	10%	3%	1%	-
I am treated with dignity and respect.	39%	41%	13%	6%	2%	-
I am confident we can face the business challenges of the future.	39%	43%	13%	4%	0%	-
I have the freedom I need to do my job.	45%	43%	9%	3%	1%	-
The work I do is very important to the success of my organization.	40%	47%	10%	1%	1%	-
My job is challenging and interesting.	40%	47%	8%	3%	2%	-
I am expected to produce significant but reasonable results.	37%	53%	6%	3%	1%	-
I am satisfied with my opportunity for growth and development.	27%	44%	17%	9%	4%	-

## Section 3: Dimensions Management Effectiveness

Employees know management primarily by its reputation for integrity, fairness, sound personnel policies and - very importantly - a willingness to really listen. In general, employees want to respect management. The loss of this respect always has a serious effect on the attitudes toward working for the organization. Most unfortunately, it also creates insecurity among employees and causes them to exaggerate existing problems.

Question	Strongly Agree	Agree	Neither Agree nor Disagree (Neutral)	Disagree	Strongly Disagree	N/A
Management is doing what it takes to make our organization successful.	26%	39%	25%	7%	3%	-
Management is open to new ideas and ways of doing things.	20%	39%	23%	12%	5%	1%
Management follows through with decisions.	20%	38%	28%	9%	4%	1%
Management effectively responds to employee needs.	20%	41%	24%	10%	5%	0%
Management is fair and honest.	25%	42%	22%	8%	3%	-
Management does consider employee interests when making decisions.	18%	38%	28%	11%	4%	1%

## Section 3: Dimensions Policies and Practices

The reasonableness and the consistent enforcement of company policies are evaluated here. Also addressed is the organization's sensitivity to employee matters.

Question	Strongly Agree	Agree	Neither Agree nor Disagree (Neutral)	Disagree	Strongly Disagree	N/A
Policies and guidelines are applied fairly.	17%	51%	18%	8%	5%	1%
This organization does not tolerate any type of harassment or discrimination.	37%	42%	12%	6%	3%	0%
I understand this organization's policies and practices.	39%	48%	9%	3%	1%	-
This organization has reasonable policies.	24%	60%	14%	2%	0%	0%
Sensitive matters are treated confidentially.	29%	43%	19%	4%	1%	3%

## Section 3: Dimensions Quality and Productivity

Here employees appraise the general efficiency in operations. This includes the effectiveness of management. Employees rate the efficiency of the organization's internal systems and management's efforts to improve them. Also addressed are the organization's efforts to improve the quality of its products and/or service.

Question	Strongly Agree	Agree	Neither Agree nor Disagree (Neutral)	Disagree	Strongly Disagree	N/A
This organization is working hard to improve productivity and quality.	26%	43%	18%	10%	2%	1%
This organization is making the changes necessary to compete effectively.	22%	43%	23%	9%	3%	0%
In this organization, people can't get away with poor performance.	12%	25%	28%	25%	9%	1%
Our organization provides good service to our customers.	44%	48%	5%	1%	1%	1%
Quality is important to my supervisor.	44%	40%	13%	3%	1%	-
I understand the level of quality expected of me.	42%	49%	6%	3%	0%	-
I am provided with what I need to do my job effectively.	34%	47%	13%	6%	1%	-
This organization operates smoothly and efficiently.	17%	41%	25%	13%	3%	-

## Section 3: Dimensions Quality of Work Life

This component deals with overall satisfaction toward the organization. Employees are asked for their opinions on their work schedule and workload, if they are proud of the company, and if there is someone to go to with problems. How their job makes use of their skills and abilities and other job-related issues are addressed here as well.

Question	Strongly Agree	Agree	Neither Agree nor Disagree (Neutral)	Disagree	Strongly Disagree	N/A
An adequate amount of work is expected from me.	29%	52%	10%	4%	3%	2%
I am interested in the future of this organization.	65%	30%	5%	-	0%	-
My job makes good use of my knowledge, skills and abilities.	31%	50%	9%	6%	4%	-
Taking everything into consideration, this is a good place to work.	45%	45%	9%	1%	0%	-
Departments in this organization work well together.	14%	44%	25%	12%	5%	1%
My work schedule is satisfactory.	34%	49%	12%	3%	1%	0%
I have input into matters that affect my job.	29%	42%	17%	8%	2%	1%
The people in my department do work well together.	34%	43%	14%	6%	3%	-
There is someone here I feel comfortable going to with questions or problems.	37%	43%	10%	6%	5%	-

## Section 3: Dimensions Reaction to this Survey

Here employees indicate their attitude toward the survey as a means of communication. Clearly shown is their belief in the organization's willingness to make changes based on the issues they have raised.

Question	Strongly Agree	Agree	Neither Agree nor Disagree (Neutral)	Disagree	Strongly Disagree	N/A
I think management will use the results of this survey to improve our organization.	24%	39%	24%	9%	5%	-
This survey is a good way to let management know what I think.	23%	42%	28%	5%	2%	0%

## Section 3: Dimensions

### Supervisory Effectiveness: Management Skills

Employees' perceptions of their supervisor's ability to provide resources, guidance, direction, training, and above all, leadership are appraised here. How well the supervisor knows his or her job, including the ability to train employees, make decisions, organize work, issue instructions and see that employees have the facilities and equipment to do the job is reflected.

Question	Strongly Agree	Agree	Neither Agree nor Disagree (Neutral)	Disagree	Strongly Disagree	N/A
My supervisor works well with other supervisors.	42%	31%	18%	6%	2%	1%
My supervisor manages our department effectively.	29%	32%	18%	12%	6%	1%
My supervisor supports the goals and objectives of the organization.	48%	39%	10%	2%	1%	0%
My supervisor does follow up on my questions and suggestions.	26%	43%	18%	9%	4%	1%
My supervisor has the knowledge required to do the job.	45%	36%	12%	5%	2%	-



## Section 3: Dimensions

### Supervisory Effectiveness: People Skills

In this component employees evaluate how their supervisors interact with them on a person-to-person basis. Fairness, consistency, follow-up and positive feedback are some of the issues examined. Employees react favorably to a supervisor's effectiveness, fairness, consistency, communications, training skill, respect, recognition, friendliness, firmness and organization.

Question	Strongly Agree	Agree	Neither Agree nor Disagree (Neutral)	Disagree	Strongly Disagree	N/A
My supervisor treats me fairly.	42%	36%	13%	6%	3%	-
My supervisor lets me know what is expected of me.	26%	47%	17%	8%	2%	-
My supervisor is available when I need him/her.	37%	37%	16%	7%	3%	-
My supervisor gives me enough freedom to do my work.	50%	41%	7%	1%	1%	-
My supervisor has good people skills.	36%	36%	15%	7%	5%	-
My supervisor treats me with respect.	42%	39%	12%	3%	2%	-
My supervisor gives me credit and praise for the work I do.	27%	38%	22%	8%	5%	1%
My supervisor deals effectively with poor performance.	18%	30%	33%	11%	5%	3%
My supervisor provides me with feedback that helps me do my job.	32%	39%	16%	10%	3%	-

## Section 3: Dimensions Working Conditions

Employee judgments of working conditions and of management's interest in physical comfort, efficiency, safety and adequacy of equipment are probed. Employees usually respond with directness to the problem of working conditions. Sometimes employees regard poor working conditions as evidence of management's lack of concern for them as individuals.

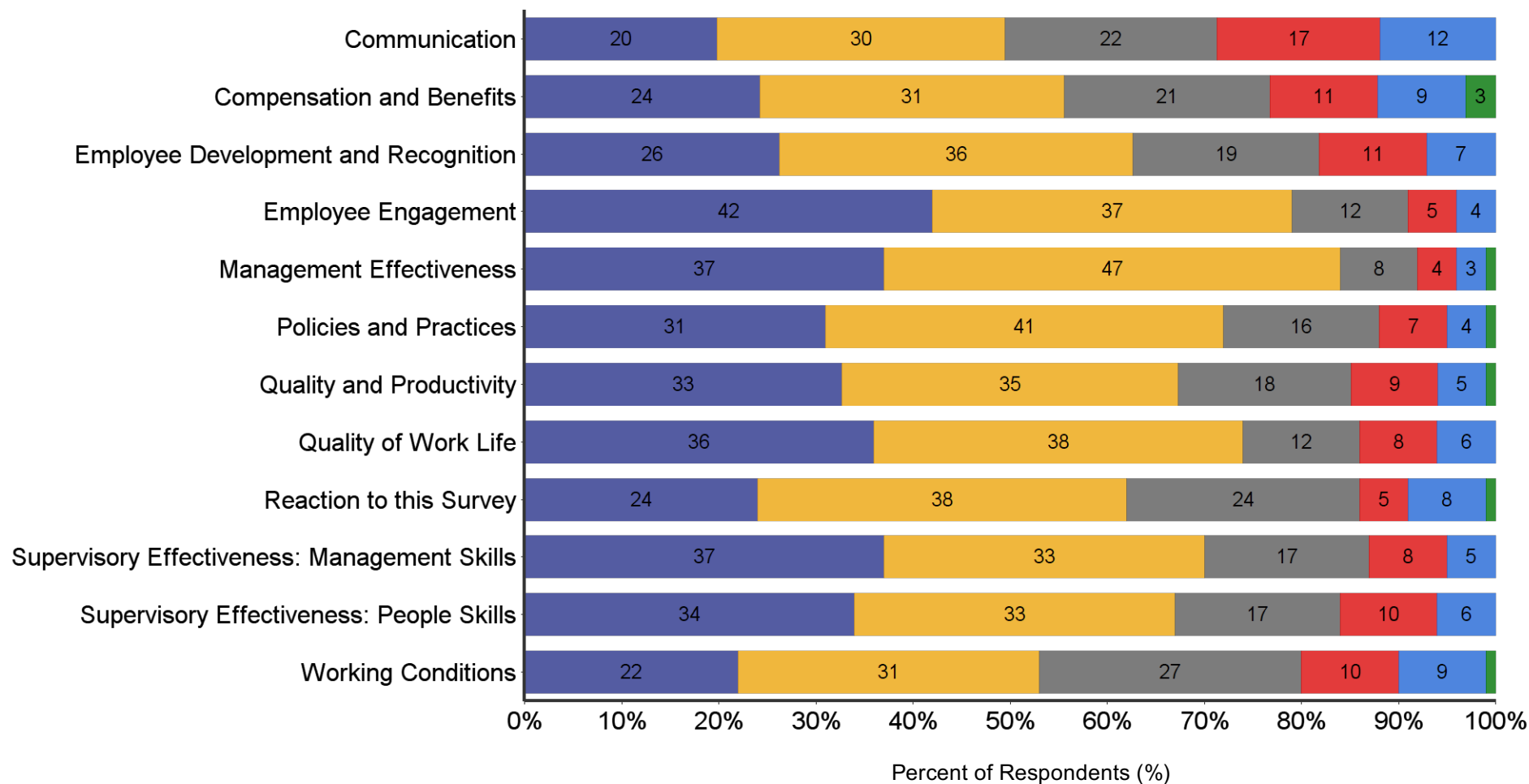
Question	Strongly Agree	Agree	Neither Agree nor Disagree (Neutral)	Disagree	Strongly Disagree	N/A
This organization provides a clean environment in which to work.	46%	46%	7%	1%	0%	-
Safety is important here.	52%	42%	4%	2%	0%	0%
My work area is well designed for my job.	23%	46%	18%	10%	3%	1%
For my kind of job, the physical working conditions are acceptable.	38%	50%	7%	2%	1%	1%
If I bring up a safety issue, I know it will be addressed.	31%	50%	12%	1%	1%	4%

[Return to Table of Contents](#)

### Section 4: Dimension Summaries by Breakouts Top Findings for California

In all, the percentage (%) of the scores to each of the survey dimensions - presented alphabetically - are as follows:

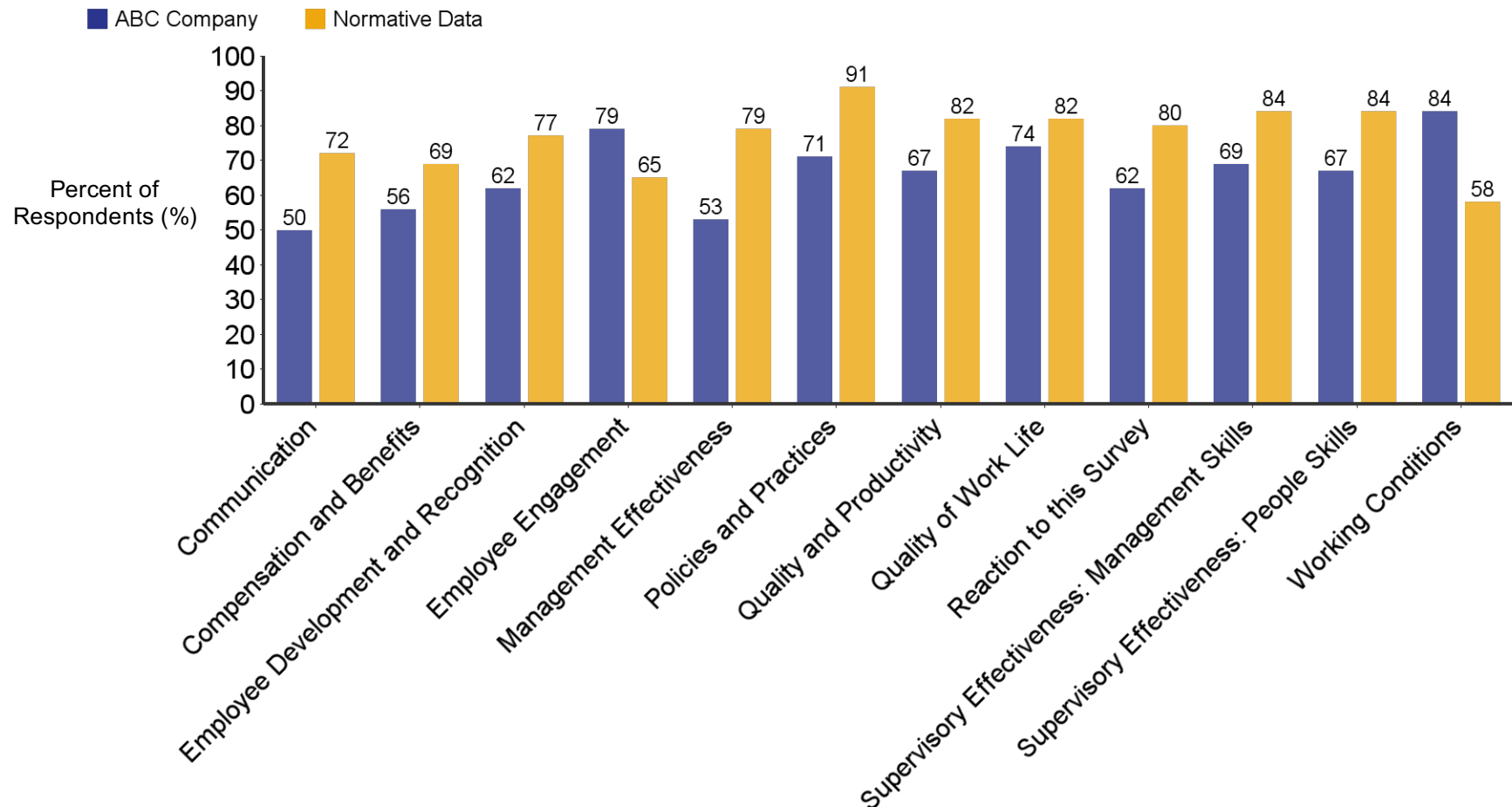
■ Strongly Agree   
 ■ Agree   
 ■ Neither Agree nor Disagree   
 ■ Disagree   
 ■ Strongly Disagree   
 ■ N/A



[Return to Table of Contents](#)

### Section 4: Dimension Summaries by Breakouts Favorable Responses for California

The scores are represented as percentages (%) of the number of favorable responses ("Strongly Agree" and "Agree") over the total number of responses for that dimension. Your company scores are compared to normative data from Employers Group's own reference population, comprised of all industries, that establishes a baseline measurement against which the EOS dimension score can be compared.

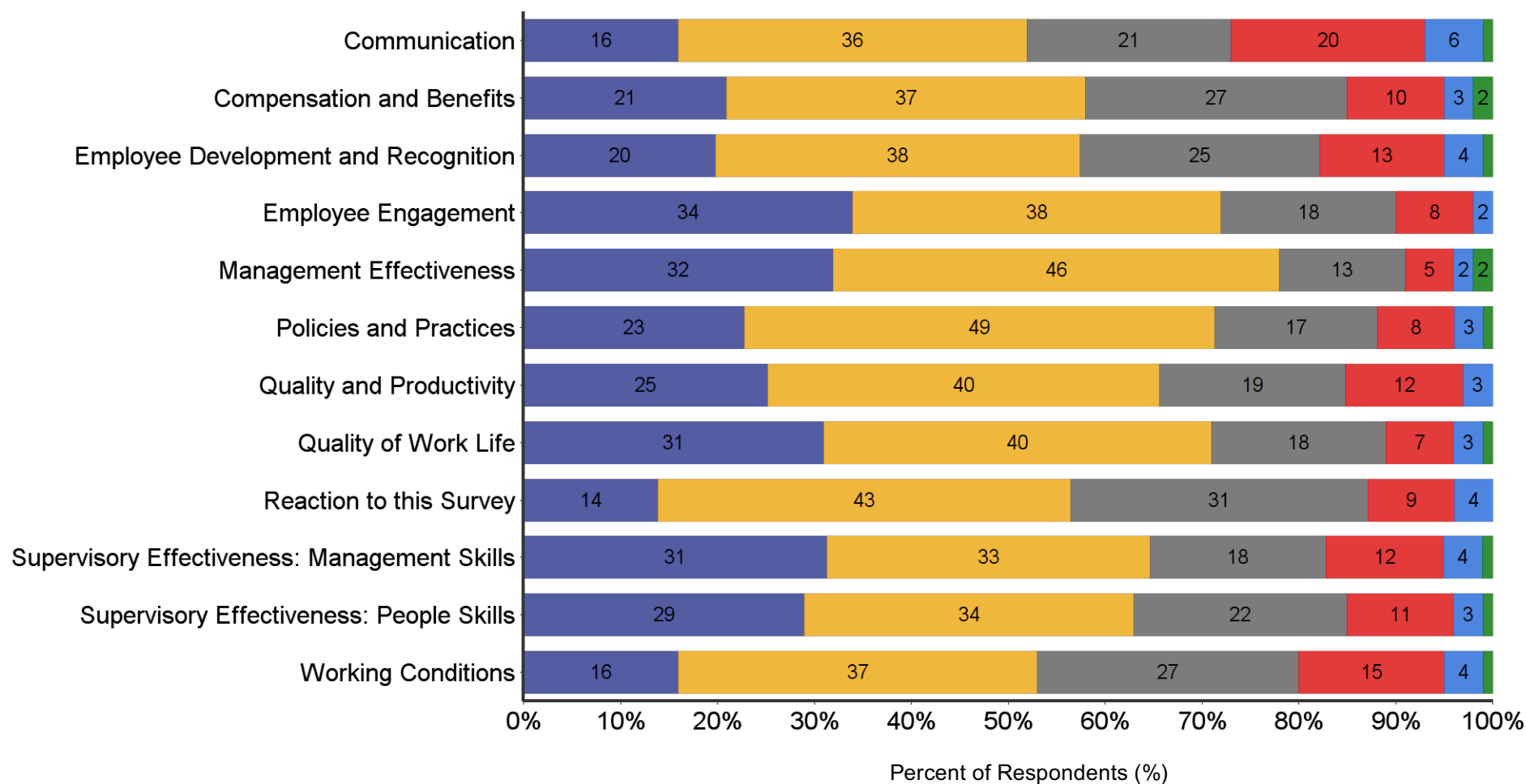


[Return to Table of Contents](#)

### Section 4: Dimension Summaries by Breakouts Top Findings for Texas

In all, the percentage (%) of the scores to each of the survey dimensions - presented alphabetically - are as follows:

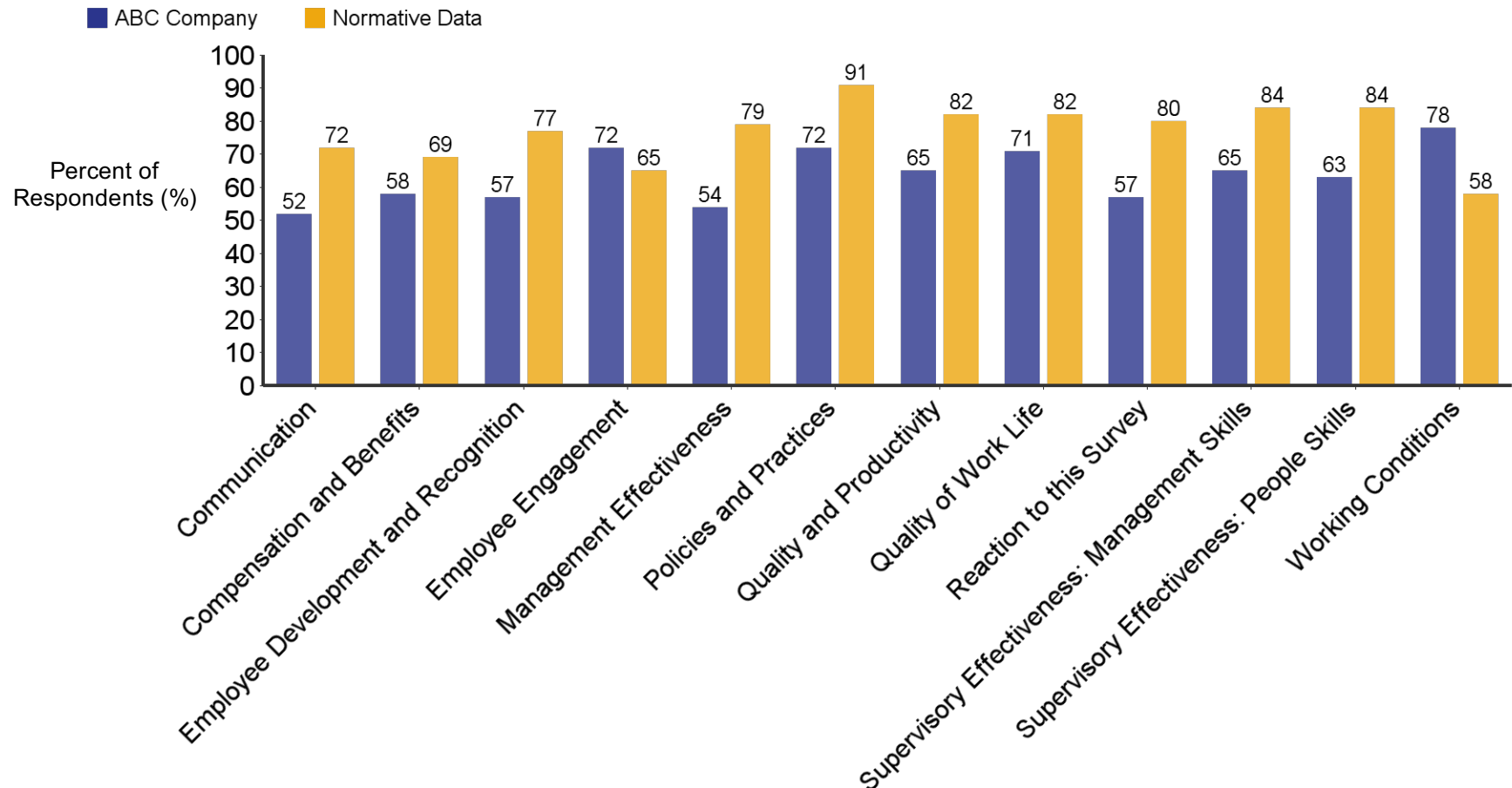
■ Strongly Agree   
 ■ Agree   
 ■ Neither Agree nor Disagree   
 ■ Disagree   
 ■ Strongly Disagree   
 ■ N/A



[Return to Table of Contents](#)

### Section 4: Dimension Summaries by Breakouts Favorable Responses for Texas

The scores are represented as percentages (%) of the number of favorable responses ("Strongly Agree" and "Agree") over the total number of responses for that dimension. Your company scores are compared to normative data from Employers Group's own reference population, comprised of all industries, that establishes a baseline measurement against which the EOS dimension score can be compared.



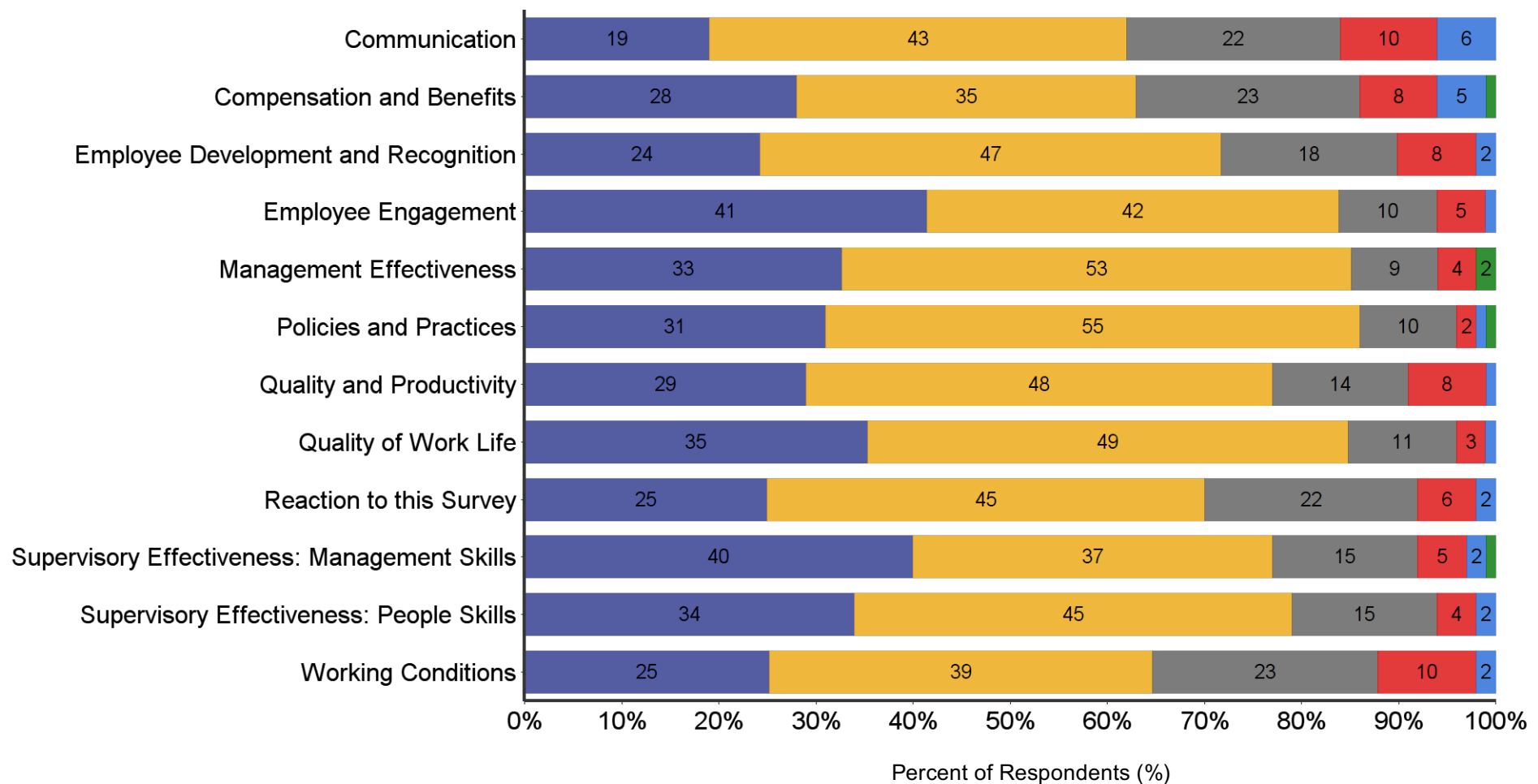


[Return to Table of Contents](#)

### Section 4: Dimension Summaries by Breakouts Top Findings for Connecticut

In all, the percentage (%) of the scores to each of the survey dimensions - presented alphabetically - are as follows:

■ Strongly Agree   
 ■ Agree   
 ■ Neither Agree nor Disagree   
 ■ Disagree   
 ■ Strongly Disagree   
 ■ N/A

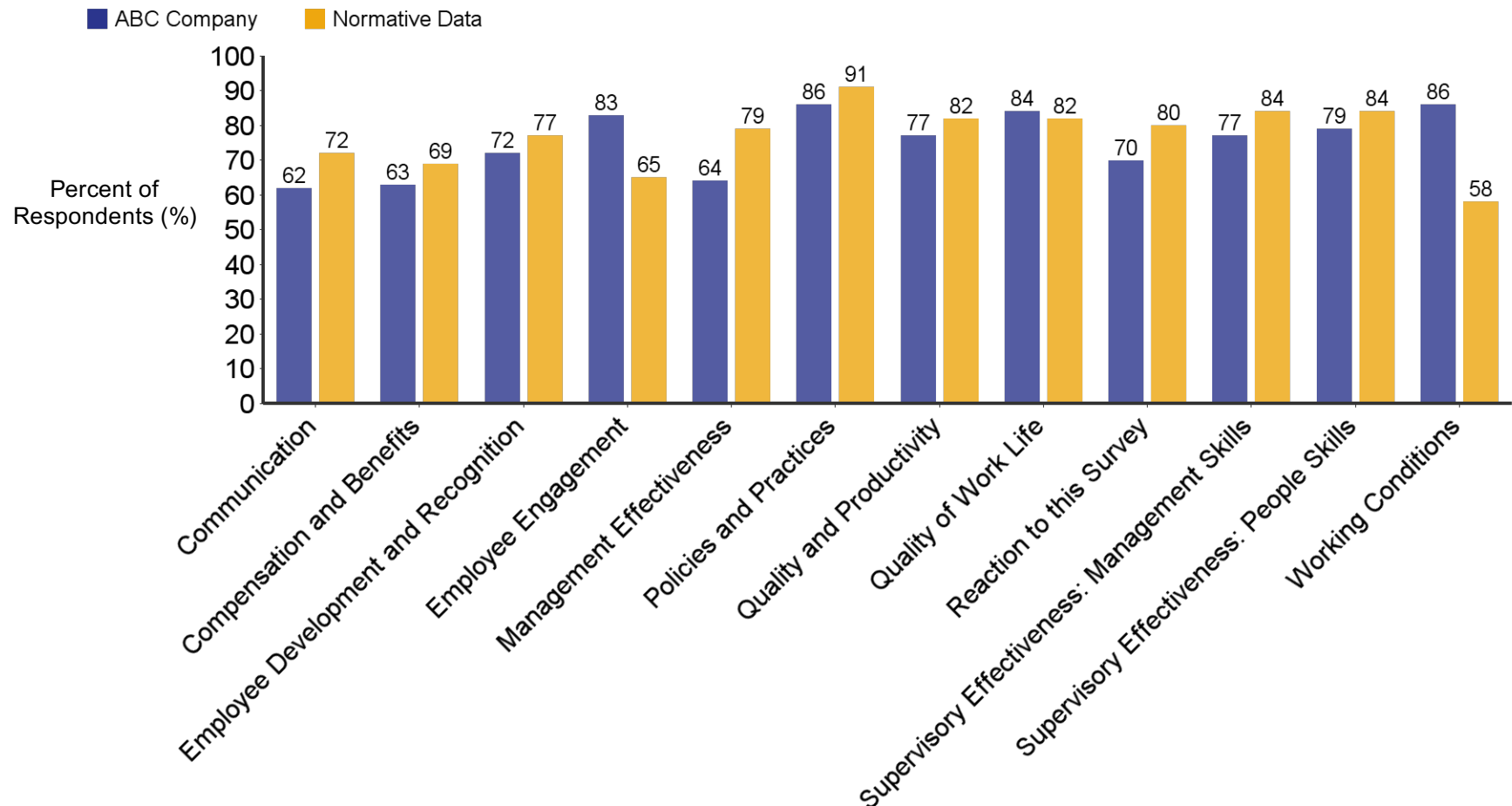




[Return to Table of Contents](#)

### Section 4: Dimension Summaries by Breakouts Favorable Responses for Connecticut

The scores are represented as percentages (%) of the number of favorable responses ("Strongly Agree" and "Agree") over the total number of responses for that dimension. Your company scores are compared to normative data from Employers Group's own reference population, comprised of all industries, that establishes a baseline measurement against which the EOS dimension score can be compared.

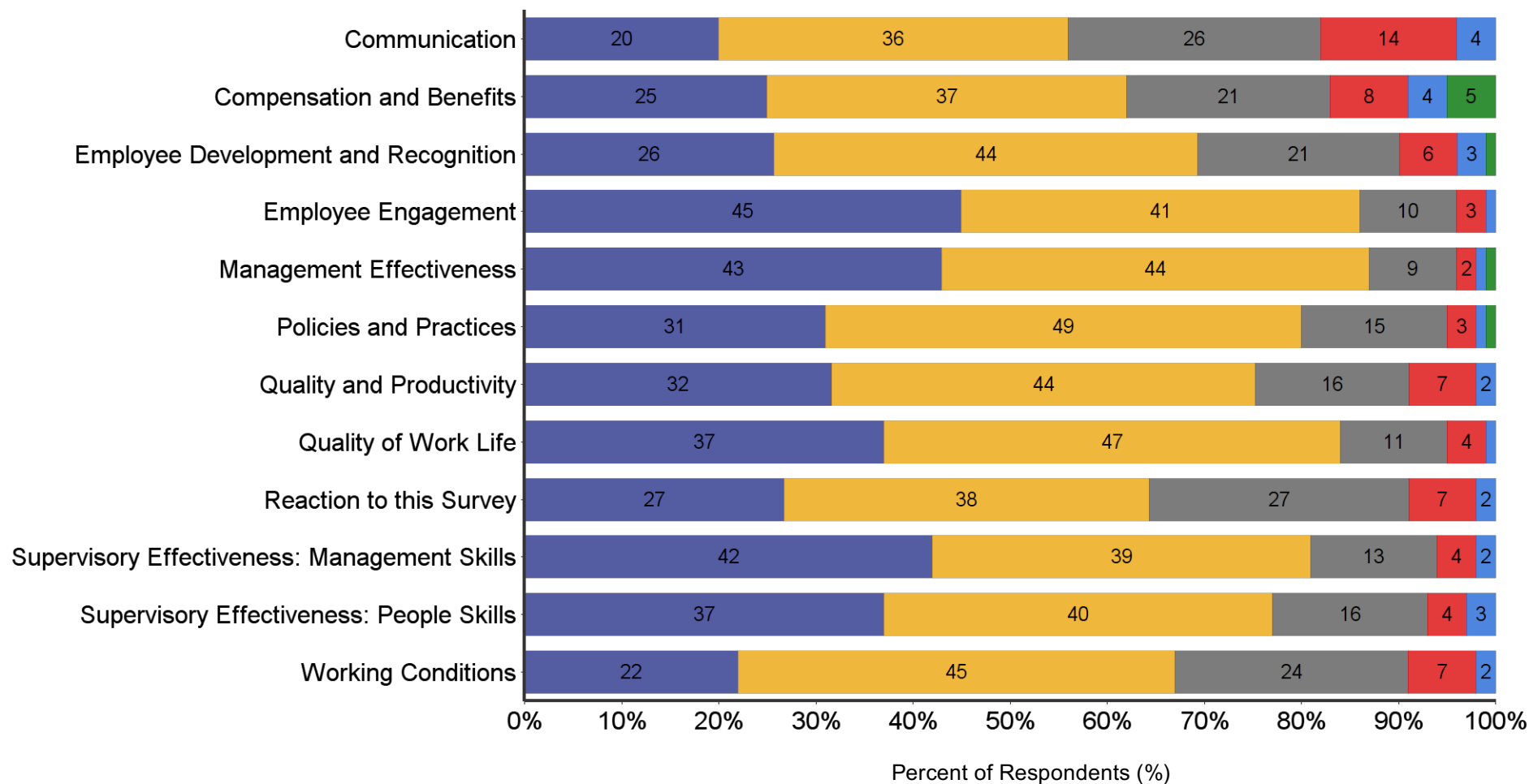


[Return to Table of Contents](#)

### Section 4: Dimension Summaries by Breakouts Top Findings for Virtual

In all, the percentage (%) of the scores to each of the survey dimensions - presented alphabetically - are as follows:

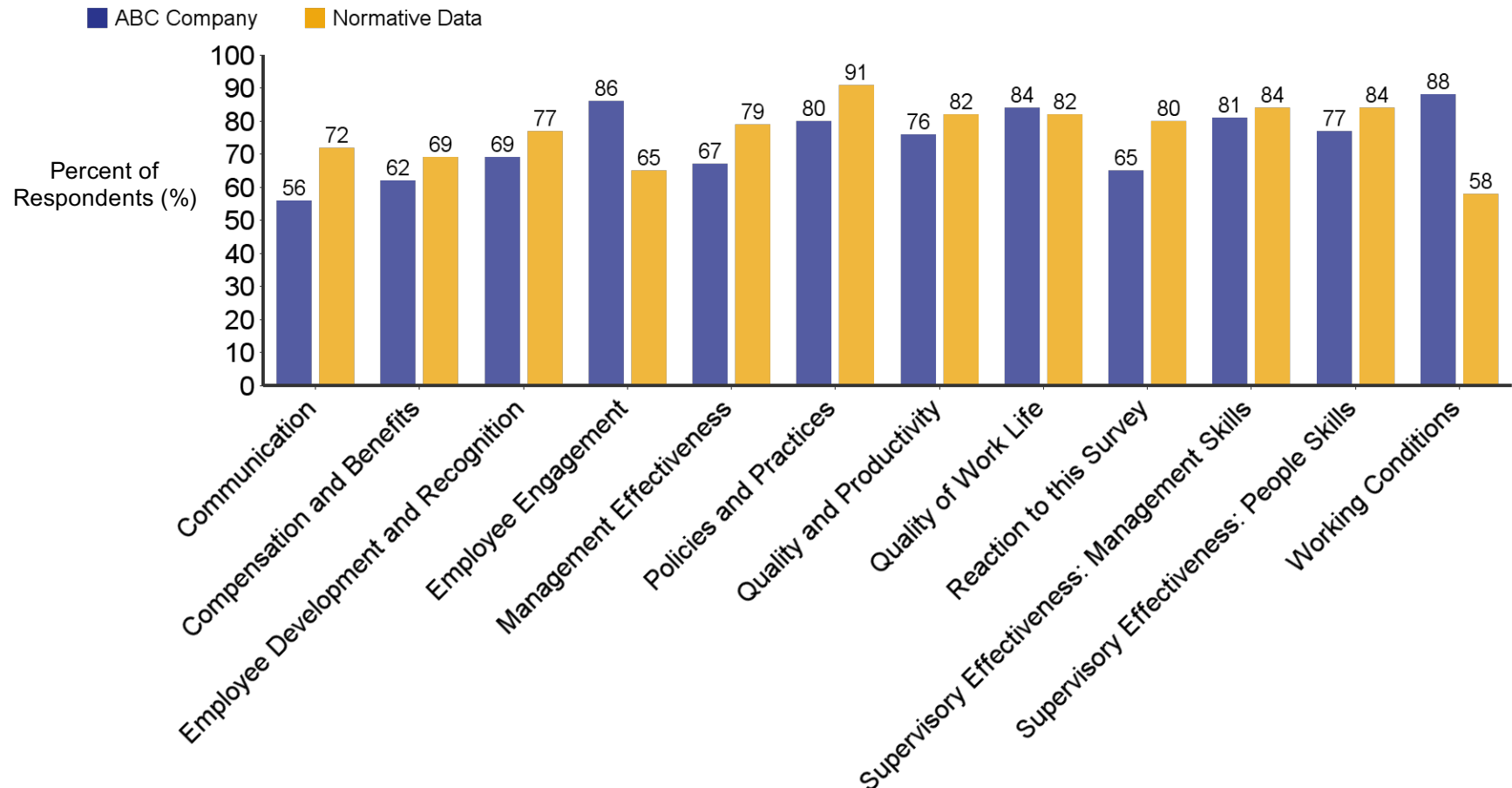
■ Strongly Agree   
 ■ Agree   
 ■ Neither Agree nor Disagree   
 ■ Disagree   
 ■ Strongly Disagree   
 ■ N/A



[Return to Table of Contents](#)

### Section 4: Dimension Summaries by Breakouts Favorable Responses for Virtual

The scores are represented as percentages (%) of the number of favorable responses ("Strongly Agree" and "Agree") over the total number of responses for that dimension. Your company scores are compared to normative data from Employers Group's own reference population, comprised of all industries, that establishes a baseline measurement against which the EOS dimension score can be compared.

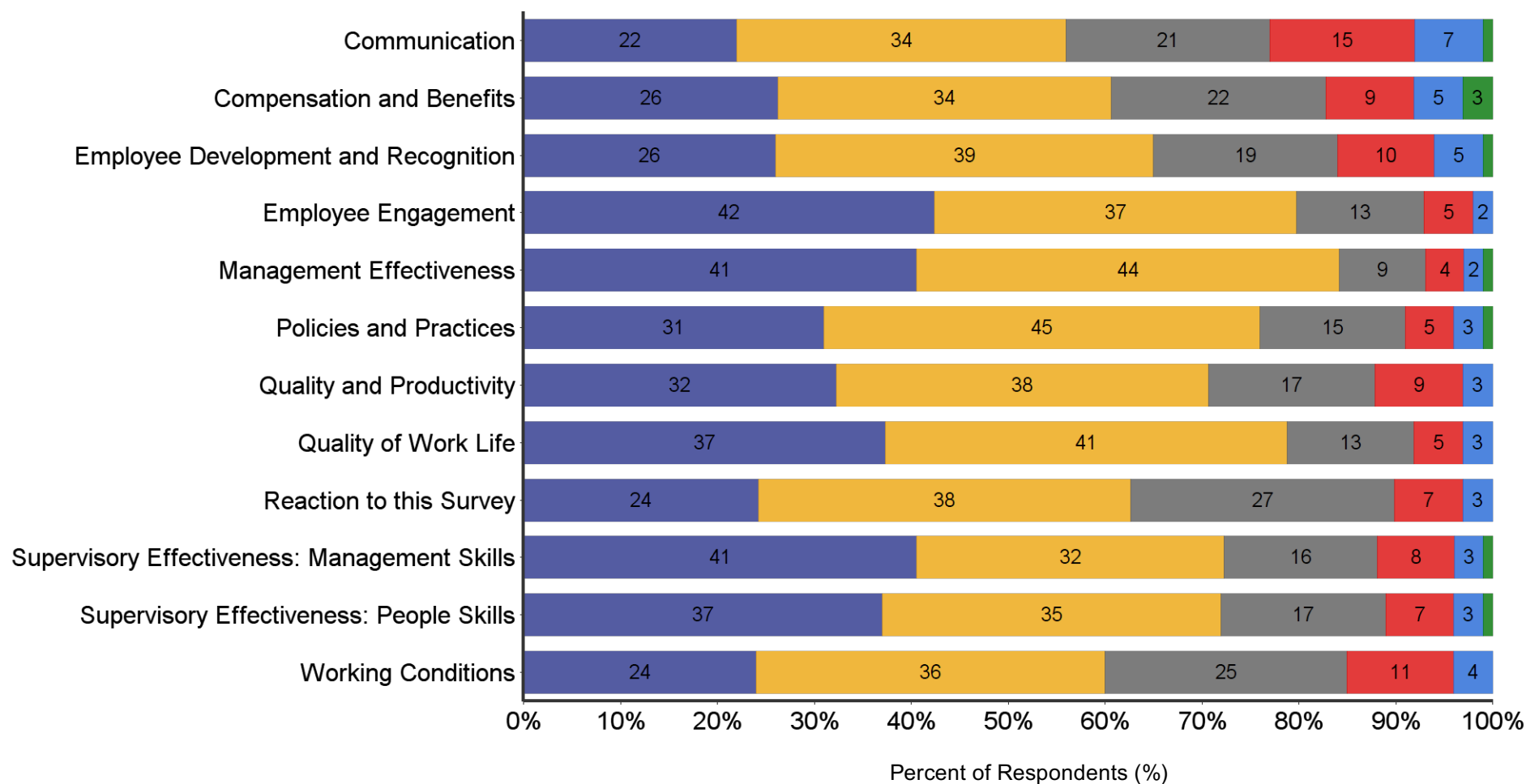


[Return to Table of Contents](#)

### Section 4: Dimension Summaries by Breakouts Top Findings for Managers & Directors

In all, the percentage (%) of the scores to each of the survey dimensions - presented alphabetically - are as follows:

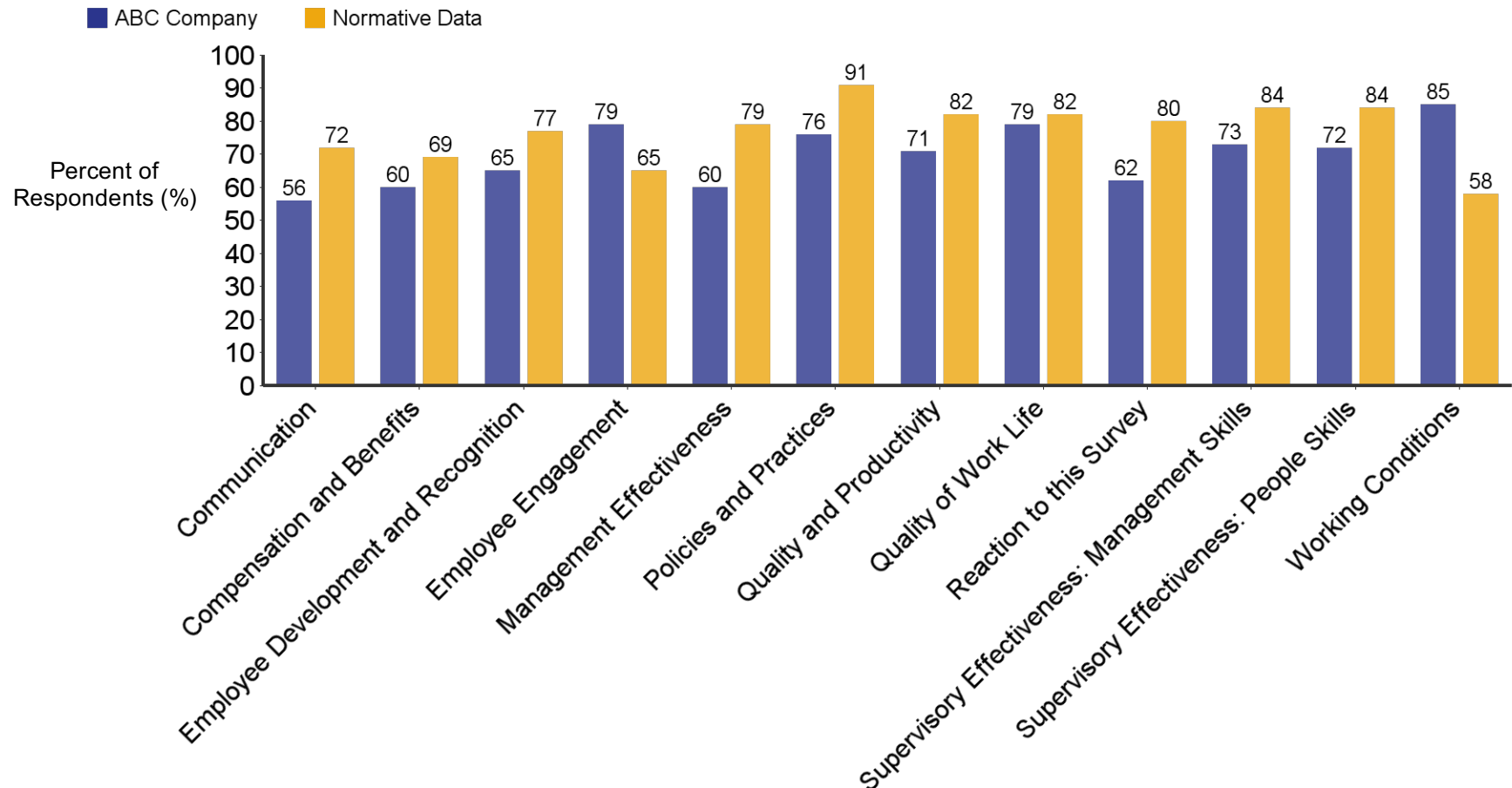
■ Strongly Agree   
 ■ Agree   
 ■ Neither Agree nor Disagree   
 ■ Disagree   
 ■ Strongly Disagree   
 ■ N/A



[Return to Table of Contents](#)

### Section 4: Dimension Summaries by Breakouts Favorable Responses for Managers & Directors

The scores are represented as percentages (%) of the number of favorable responses ("Strongly Agree" and "Agree") over the total number of responses for that dimension. Your company scores are compared to normative data from Employers Group's own reference population, comprised of all industries, that establishes a baseline measurement against which the EOS dimension score can be compared.

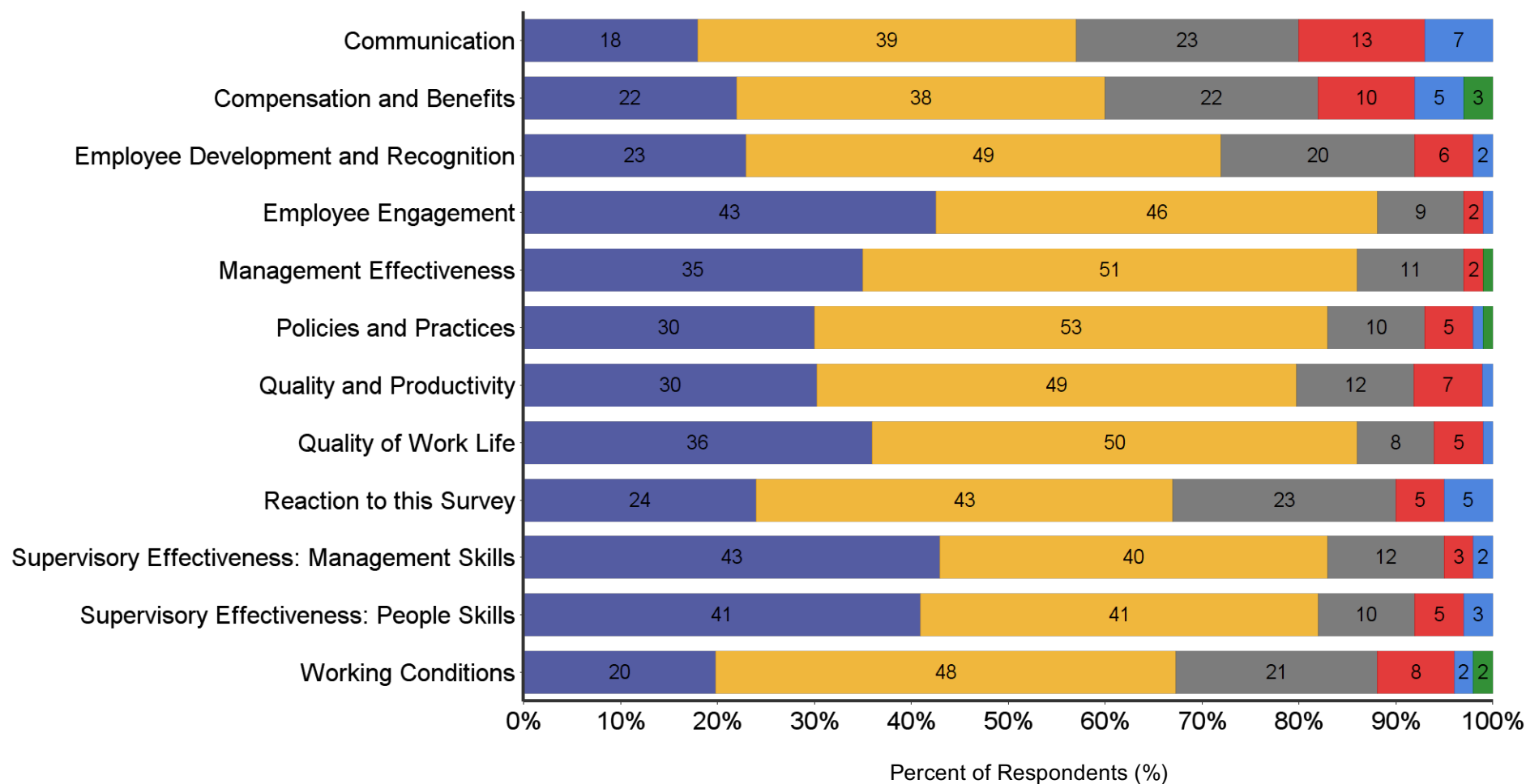


[Return to Table of Contents](#)

### Section 4: Dimension Summaries by Breakouts Top Findings for Service Providers

In all, the percentage (%) of the scores to each of the survey dimensions - presented alphabetically - are as follows:

■ Strongly Agree   
 ■ Agree   
 ■ Neither Agree nor Disagree   
 ■ Disagree   
 ■ Strongly Disagree   
 ■ N/A

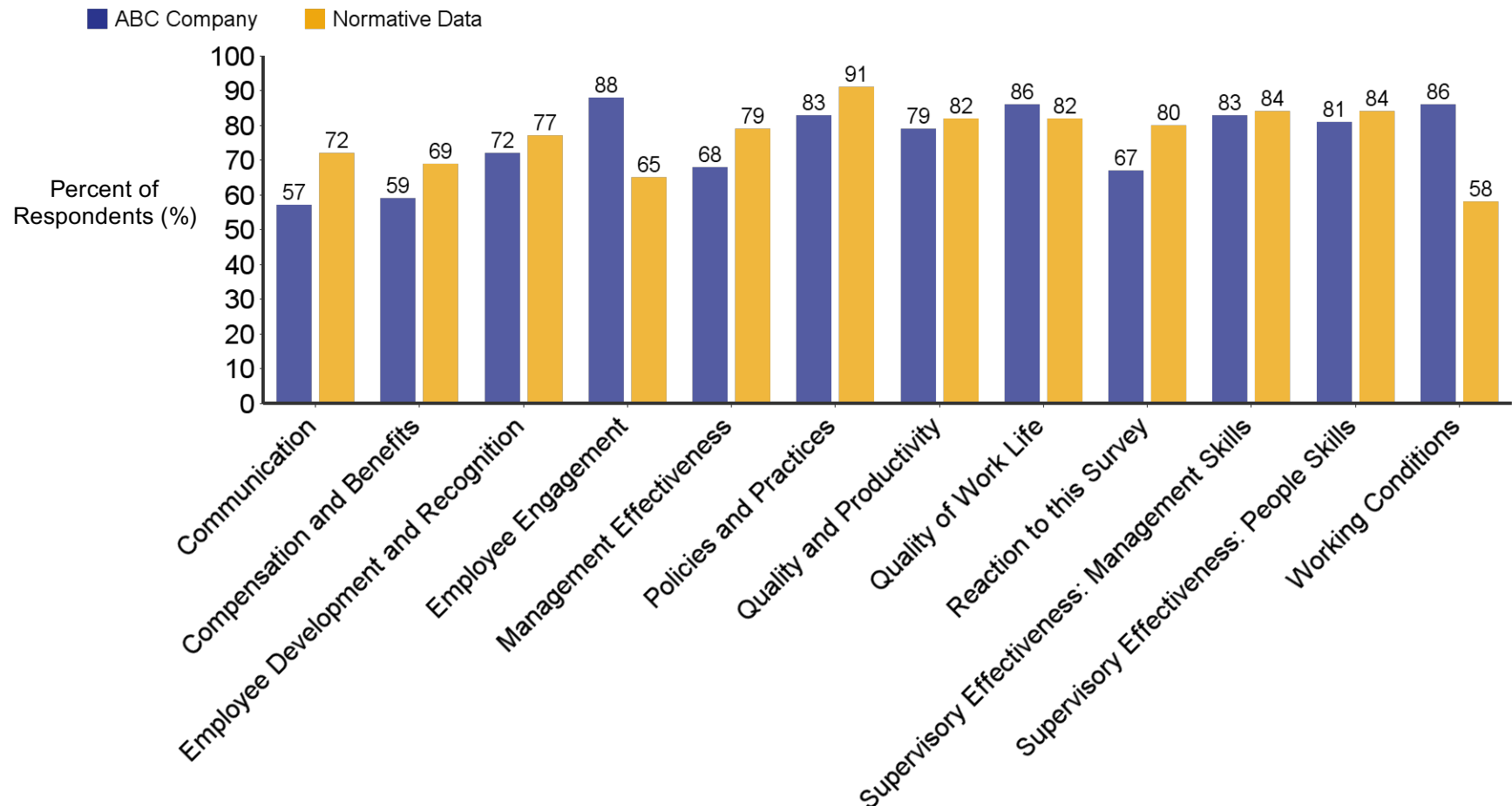




[Return to Table of Contents](#)

### Section 4: Dimension Summaries by Breakouts Favorable Responses for Service Providers

The scores are represented as percentages (%) of the number of favorable responses ("Strongly Agree" and "Agree") over the total number of responses for that dimension. Your company scores are compared to normative data from Employers Group's own reference population, comprised of all industries, that establishes a baseline measurement against which the EOS dimension score can be compared.



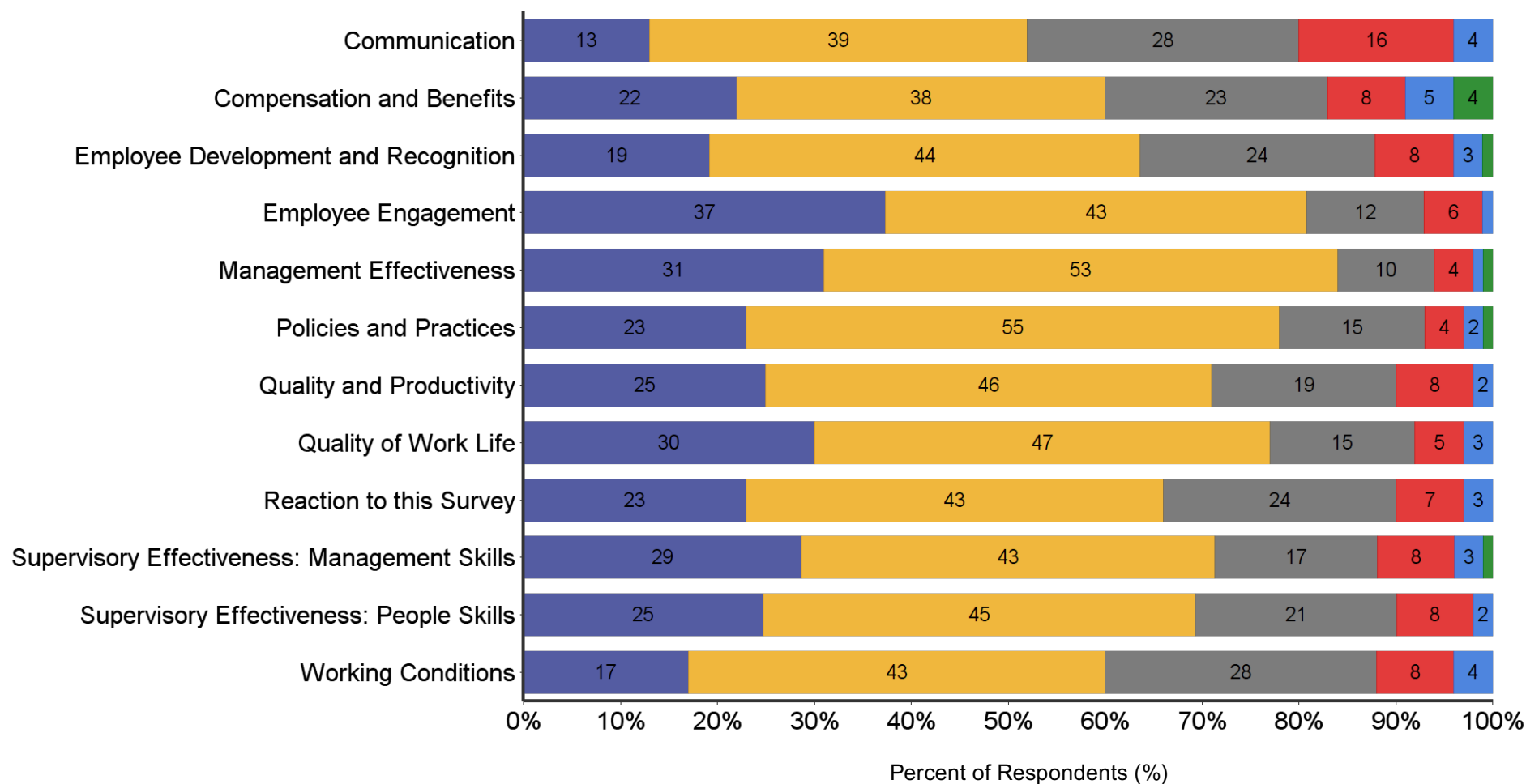


[Return to Table of Contents](#)

### Section 4: Dimension Summaries by Breakouts Top Findings for Support

In all, the percentage (%) of the scores to each of the survey dimensions - presented alphabetically - are as follows:

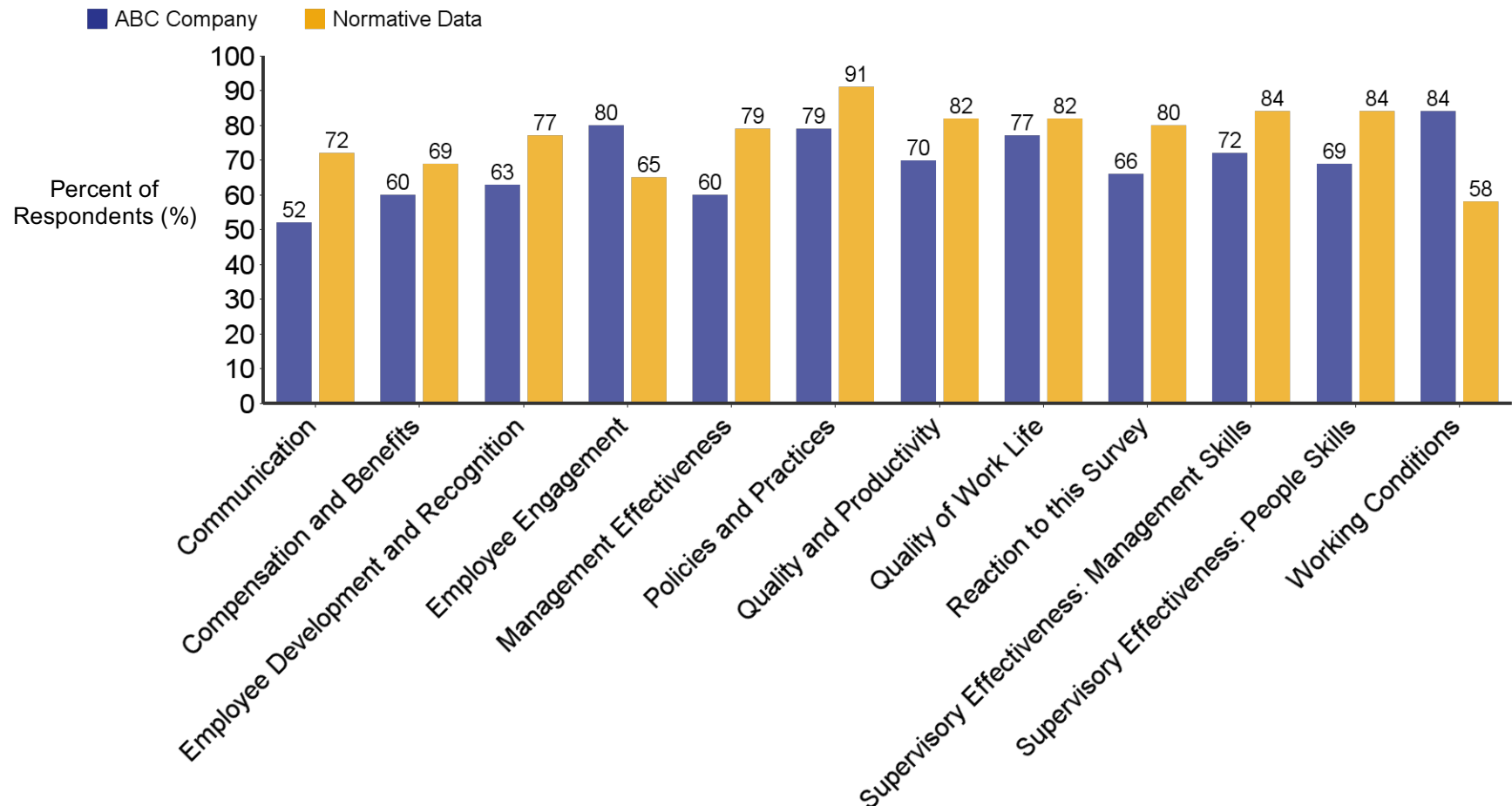
■ Strongly Agree   
 ■ Agree   
 ■ Neither Agree nor Disagree   
 ■ Disagree   
 ■ Strongly Disagree   
 ■ N/A



[Return to Table of Contents](#)

### Section 4: Dimension Summaries by Breakouts Favorable Responses for Support

The scores are represented as percentages (%) of the number of favorable responses ("Strongly Agree" and "Agree") over the total number of responses for that dimension. Your company scores are compared to normative data from Employers Group's own reference population, comprised of all industries, that establishes a baseline measurement against which the EOS dimension score can be compared.

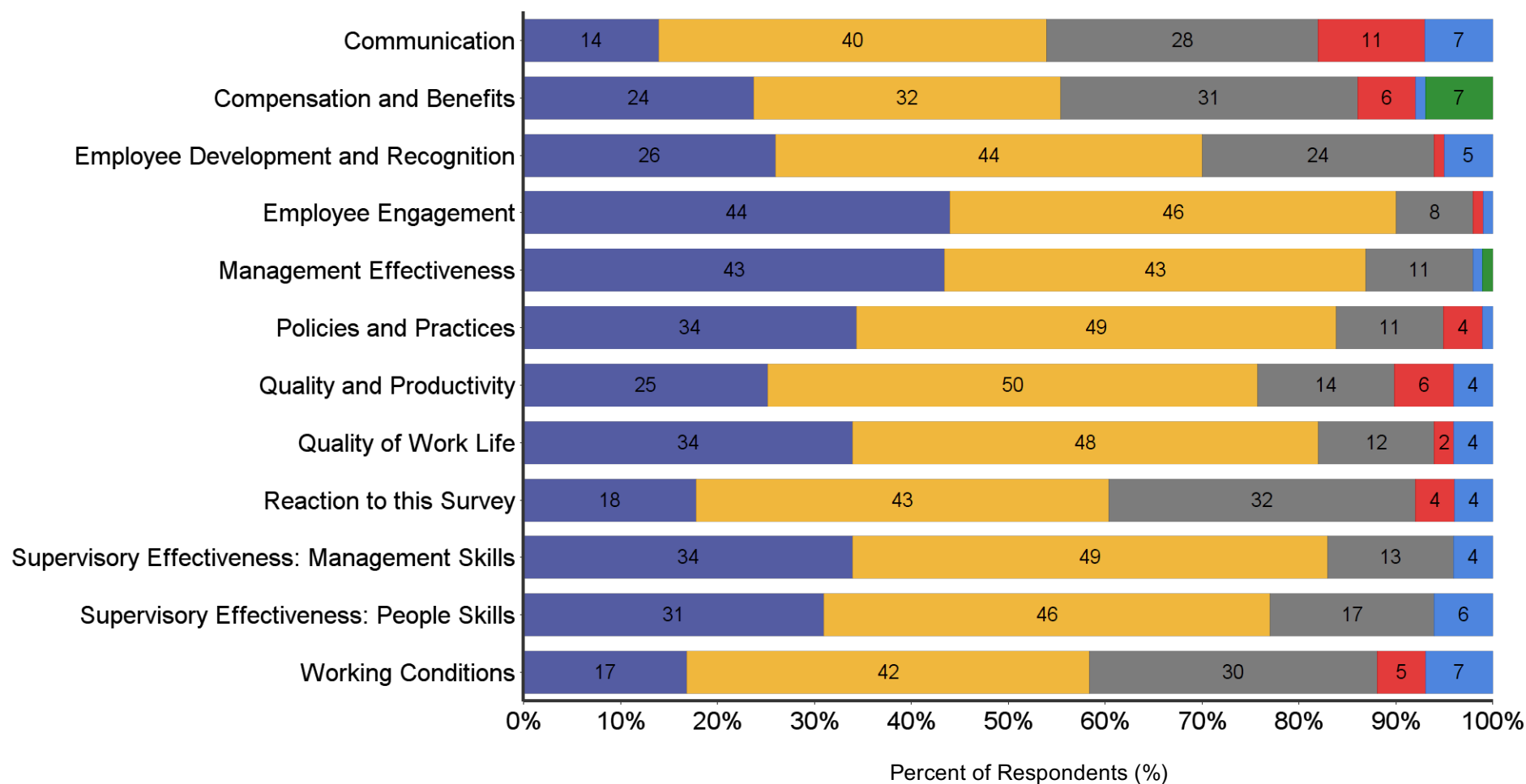


[Return to Table of Contents](#)

### Section 4: Dimension Summaries by Breakouts Top Findings for Client Facing

In all, the percentage (%) of the scores to each of the survey dimensions - presented alphabetically - are as follows:

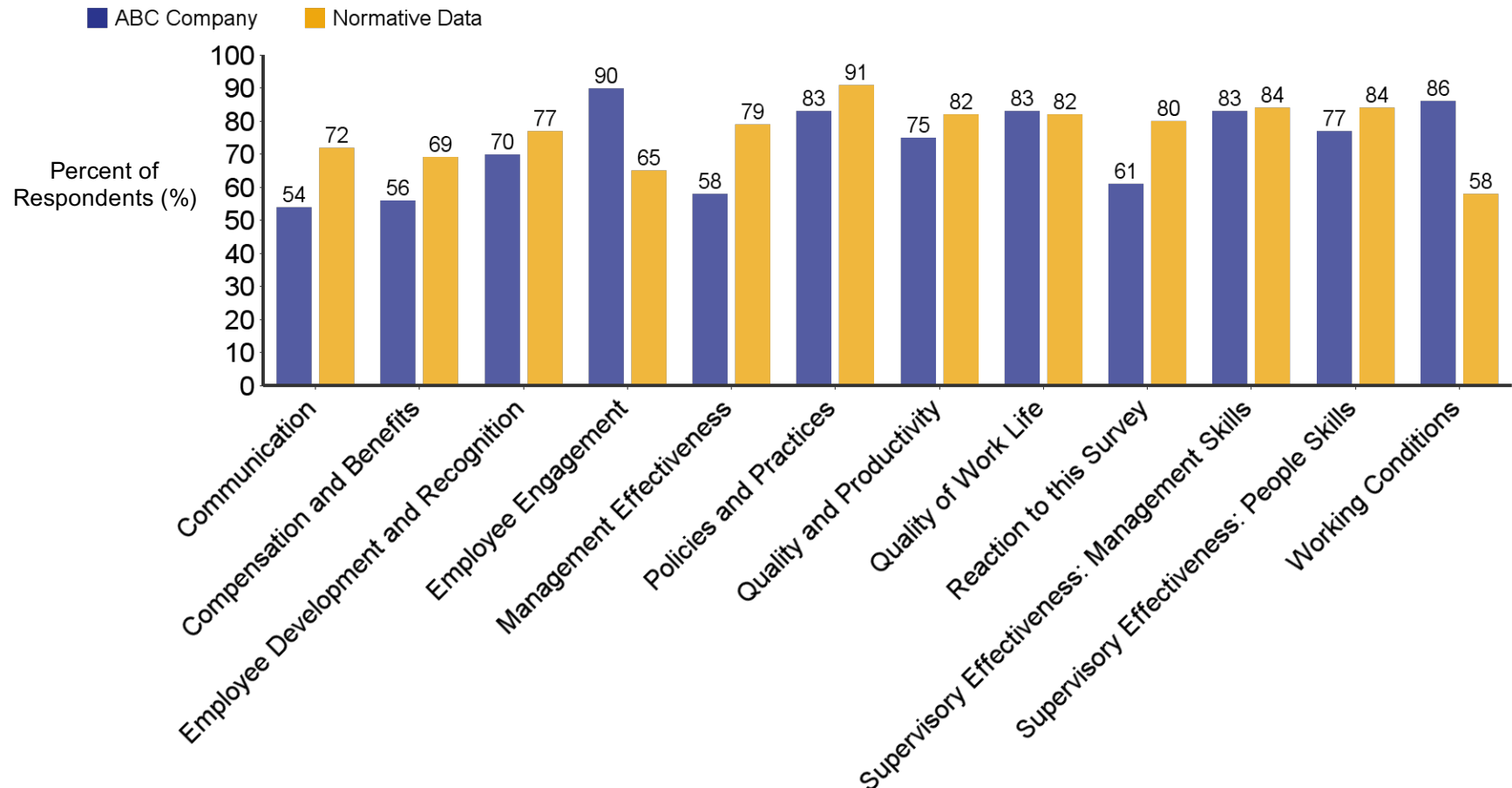
■ Strongly Agree   
 ■ Agree   
 ■ Neither Agree nor Disagree   
 ■ Disagree   
 ■ Strongly Disagree   
 ■ N/A



[Return to Table of Contents](#)

### Section 4: Dimension Summaries by Breakouts Favorable Responses for Client Facing

The scores are represented as percentages (%) of the number of favorable responses ("Strongly Agree" and "Agree") over the total number of responses for that dimension. Your company scores are compared to normative data from Employers Group's own reference population, comprised of all industries, that establishes a baseline measurement against which the EOS dimension score can be compared.





[Return to Table of Contents](#)

**Table 1** - The most common words used by respondents to the question “Please tell us what you dislike most about your employment with this organization?” are as follows. The most popular words would be those at the largest font size.

**Table 2** - Open-Ended Responses by respondents regarding the question "Please tell us what you dislike most about your employment with this organization?" Each cell represents a response by a respondent. To view all responses collected in the survey, click the ["Click here to view all responses"](#) below.

Don't take advantage people when they are willing to put in the extra time and energy. The best engineers left because they were overworked and stretched too thin. / Don't just throw more money at people to fix problems. / "Don't fix what isn't broken " is an old mentality that will leave this company in the dust. / /

[Return to Table of Contents](#)

### Section 5: Open-Ended Questions Open-Ended Question #2

**Table 1** - The most common words used by respondents to the question "What suggestions or comments do you have that would help us attract and retain quality employees?" are as follows. The most popular words would be those at the largest font size.

+ 5+ 90% **Abc** Age Agreed Anytime Attitude Background Career Challenging Changed Communicate **Company** Compensation Condition Continue Current Dependant Desire Direction Employees Employment Engineered Excited Expect Feel Fellow Field Final Financial Fit Force Future Goal Great Grow Growth Hope House Improve Individuals Industry Intend Invest Job Kids Knowledge Lack Leader Learn Leave Level Load Locations Long Lot Love Made Makes Management Mp Open Opportunities Organization Package Pay People Performance Personal **Plan** Plant Pleasure Point Position Possibly Programs Receive Request Resources **Retire** Start Stay Supervisor Term Things Thought Time Training Unknown Upper Work Worthy **Years** Yrs 2 3 5 10 15 20

**Table 2** - Open-Ended Responses by respondents regarding the question "What suggestions or comments do you have that would help us attract and retain quality employees?" Each cell represents a response by a respondent. To view all responses collected in the survey, click the "[Click here to view all responses](#)" below.

Text Entry
More than 5.
I would like to stay and work until my retirement age. Yet I feel that the lack of work I have, the attitude I receive from fellow employees (some upper management), the request for more of a work load and some challenging work sometimes makes me want to look for other work. The open positions that have come up don't fit my background or are in other locations.
I plan to retire from ABC Company.
One to two years
I plan to be with ABC Company more than 5 years.
Plan to retire from ABC Company
More than 5 years
I plan to retire from ABC Company.
5 +
I hope to retire from ABC Company...I love this company I just dont think I am paid what I am worth and as far as my work performance goes
<a href="#">View More</a>





## Employee Opinion Survey

[Return to Table of Contents](#)

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