

### Sample Data Report



Survey conducted by:



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#### INTRODUCTION TO REPORT

This report presents the data analyses for the employee survey completed by all ABC Company employees.

**Dimensions** - The data in this report has been grouped into topical areas that correspond to the different sections of the survey. By turning to the Table of Contents, one can quickly locate the section of the survey of interest. The first page of each section contains the Dimension results. This is an average of all of the items in that section of the survey. The remaining pages in the section present the results for each of the items in that dimension.

Respondents - This page contains the number of respondents for this survey overall and for each demographic grouping of the data.

#### TABLE FORMAT

**Item wording -** The question wording for a particular table is located in the upper left-hand corner of the page. The number preceding the question corresponds to the question's order of presentation in the actual survey.

Rows of the table - The first row of each table shows the results for all respondents. The results for each demographic category are presented in the remaining rows. If someone did not respond to a particular demographic item, his or her data are not included in that row.

**Number Responding -** This column indicates the number of employees who responded to the item. If the respondent left the item blank, or provided an invalid response, his or her responses are not included in the results in this table.

No Response - This column indicates the number of employees who did not respond to the item or provided an invalid response.

**Percent Responding -** The 3-way horizontal bar chart in this section of the table presents the percentage of respondents with favorable, mixed, or unfavorable responses. All of the items in the survey were positively worded five-point scales. Favorable responses are those where the employee strongly agreed or agreed with the statement. The percentage mixed refers to those who selected the "partly agree/partly disagree" response option. The percent unfavorable is the percentage of employees who disagreed or strongly disagreed with the statement.

Percent Favorable - The percentage of "Strongly Agree" plus "Agree" responses.

**Percent Mixed** - The percentage of " "Partly Agree/Partly Disagree" responses.

**Percent Unfavorable** - The percentage of "Strongly Disagree" plus "Disagree" responses.

**Norm Comparison -** The results for many of the items were compared to the Discovery Surveys Normative Database©. The database consists of more than 90 organizations we have surveyed in the last several years representing the views of more than 60,000 employees. The designations used in the column refer to the comparison of the percentage favorable response for all ABC Company employees to the norm. The following system is used:

- 0 Less than 10 percentage points above/below norm
- +1/-1 10 to 19 percentage points above/below norm
- +2/-2 20 to 29 percentage points above/below norm
- +3/-3 30 percentage points or more above/below norm

**Notes**: Some of the percentages in the table may not sum exactly to 100% due to rounding error.

To protect employee anonymity, if there are fewer than 5 respondents for any demographic group, those results are not shown.

#### **OPEN-ENDED ITEMS**

The responses to the open-ended item in the survey are presented in the back part of this report.

#### **INTERPRETATIONS**

Optionally, interpretations of these results by Dr. Bruce Katcher are presented separately in a narrative Executive Summary Report.

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Note: For this sample report, only the first few pages are included.

### **Respondent Profile**

Respondent Group	# of Respondents
All Respondents	310
TENURE	
Under 2 years	27
2 to 5 years	112
More than 5 years	171
DEPARTMENT	
Administration/Finance/HR	15
Marketing/Sales	103
Customer Service/Support	108
Production/Manufacturing/Operations	71
Other	13
JOB CLASSIFICATION	
Senior Team	9
Manager	36
Non-manager	265
JOB STATUS	
Full-time	289
Part-time	21

### **Dimension Summary**

JOB CONTENT (5 items)

	Number Responding	No Response	Percent Responding	Strongly Agree	Agree	Partly Agree/ Partly Disagree	Disagree	Strongly Disagree	Percent Favorable	Percent Mixed	Percent Unfavorable
All Respondents	306	4	44% 25% 31%	25%	19%	25%	12%	19%	44%	25%	31%
TENURE											
Under 2 years	26	1	40% 25% 35%	36%	4%	25%	0%	35%	40%	25%	35%
2 to 5 years		4	43% 29% 28%	23%	20%	29%	6%	22%	43%	29%	28%
More than 5 years	171	0	46% 22% 33%	25%	21%	22%	18%	15%	46%	22%	33%
DEPARTMENT											
Administration/Finance/HR	14	1	40% 20% 40%	40%	0%	20%	0%	40%	40%	20%	40%
Marketing/Sales	101	2	44% 22% 34%	28%	16%	22%	16%	18%	44%	22%	34%
Customer Service/Support	106	2	50% 32% 17%	31%	20%	32%	3%	14%	50%	32%	17%
Production/Manufacturing/Operations	71	0	39% 20% 40%	11%	28%	20%	20%	20%	39%	20%	40%
Other	13	0	29% 14 57%	18%	11%	14%	20%	37%	29%	14%	57%
JOB CLASSIFICATION											
Senior Team	9	0	53% 24% 22%	40%	13%	24%	7%	16%	53%	24%	22%
Manager	35	1	44% 30% 26%	29%	15%	30%	7%	19%	44%	30%	26%
Non-manager	262	3	44% 24% 32%	24%	20%	24%	13%	19%	44%	24%	32%
JOB STATUS											
Full-time	285	4	44% <b>25% 31%</b>	24%	20%	25%	12%	19%	44%	25%	31%
Part-time	21	0	47% <b>25%</b> 29%	37%	10%	25%	9%	20%	47%	25%	29%

### **Item Detail**

Q.1 I am satisfied with the chance I have to use my skills and abilities on my job.

	Number Responding	No Response	Percent Responding	Strongly Agree	Agree	Partly Agree/ Partly Disagree	Disagree	Strongly Disagree	Percent Favorable	Percent Mixed	Percent Unfavorable	Norm Comparison
All Respondents	308	2	35% 29% 37%	23%	12%	29%	17%	20%	35%	29%	37%	-3
TENURE												
Under 2 years	27	0	59% <u>41%</u>	59%	0%	41%	0%	0%	59%	41%	0%	
2 to 5 years	110	2	36% 41% 23%	22%	15%	41%	0%	23%	36%	41%	23%	
More than 5 years	171	0	30% 19% 51%	18%	12%	19%	30%	21%	30%	19%	51%	
DEPARTMENT												
Administration/Finance/HR	15	0	100%	100%	0%	0%	0%	0%	100%	0%	0%	
Marketing/Sales	101	2	23% 34% 44%	17%	6%	34%	24%	20%	23%	34%	44%	
Customer Service/Support	108	0	40% 30% 31%	26%	14%	30%	2%	29%	40%	30%	31%	
Production/Manufacturing/Operations	71	0	28% 27% 45%	7%	21%	27%	37%	8%	28%	27%	45%	
Other	13	0	46% 23% 31%	46%	0%	23%	0%	31%	46%	23%	31%	
JOB CLASSIFICATION												
Senior Team	9	0	56% <mark>11 33%</mark>	44%	11%	11%	0%	33%	56%	11%	33%	
Manager	36	0	44% 31% 25%	36%	8%	31%	0%	25%	44%	31%	25%	
Non-manager	263	2	33% 29% 38%	21%	12%	29%	20%	19%	33%	29%	38%	
JOB STATUS												
Full-time	287	2	32% 30% 38%	21%	12%	30%	17%	21%	32%	30%	38%	
Part-time	21	0	67% 14 19%	57%	10%	14%	14%	5%	67%	14%	19%	

less than 10% above/below norm

<sup>+1/-1 10</sup> to 19% above/below norm

<sup>+2/-2 20</sup> to 29% above/below norm

<sup>+3/-3 30%</sup> or more above/below norm

### **Item Detail**

Q.2 I have the decision-making authority I need to do my job well.

	Number Responding	No Response	Percent Responding	Strongly Agree	Agree	Partly Agree/ Partly Disagree	Disagree	Strongly Disagree	Percent Favorable	Percent Mixed	Percent Unfavorable	Norm Comparison
All Respondents	306	4	46% 22% 32%	24%	22%	22%	9%	23%	46%	22%	32%	-1
TENURE												
Under 2 years	27	0	19% 59% 22%	19%	0%	59%	0%	22%	19%	59%	22%	
2 to 5 years	108	4	44% 31% 26%	33%	10%	31%	12%	14%	44%	31%	26%	
More than 5 years	171	0	52% 11 37%	19%	33%	11%	9%	28%	52%	11%	37%	
DEPARTMENT												
Administration/Finance/HR	15	0	100%	0%	0%	100%	0%	0%	0%	100%	0%	
Marketing/Sales	103	0	58% 6 36%	31%	27%	6%	11%	25%	58%	6%	36%	
Customer Service/Support	104	4	52% <u>29%</u> 19%	30%	22%	29%	5%	14%	52%	29%	19%	
Production/Manufacturing/Operations	71	0	38% 14 48%	15%	23%	14%	10%	38%	38%	14%	48%	
Other	13	0	46% 54%	0%	0%	46%	46%	8%	0%	46%	54%	
JOB CLASSIFICATION												
Senior Team	9	0	78% <u>11</u> 11	56%	22%	11%	11%	0%	78%	11%	11%	
Manager	34	2	41% 41% 18%	32%	9%	41%	9%	9%	41%	41%	18%	
Non-manager	263	2	46% 20% 35%	22%	24%	20%	10%	25%	46%	20%	35%	
JOB STATUS												
Full-time	285	4	45% <b>22%</b> 32%	22%	23%	22%	10%	22%	45%	22%	32%	
Part-time	21	0	57% <mark>14 29%</mark>	52%	5%	14%	0%	29%	57%	14%	29%	

less than 10% above/below norm

<sup>+1/-1 10</sup> to 19% above/below norm

<sup>+2/-2 20</sup> to 29% above/below norm

<sup>+3/-3 30%</sup> or more above/below norm

### **Item Detail**

Q.3 I have the opportunity to learn new skills on my job.

	Number Responding	No Response	Percent Responding	Strongly Agree	Agree	Partly Agree/ Partly Disagree	Disagree	Strongly Disagree	Percent Favorable	Percent Mixed	Percent Unfavorable	Norm Comparison
All Respondents	304	6	35% 36% 29%	14%	21%	36%	14%	14%	35%	36%	29%	-3
TENURE												
Under 2 years	27	0	81% 19%	59%	22%	0%	0%	19%	81%	0%	19%	
2 to 5 years	106	6	42% 34% 25%	10%	31%	34%	11%	13%	42%	34%	25%	
More than 5 years	171	0	24% 43% 33%	10%	14%	43%	19%	14%	24%	43%	33%	
DEPARTMENT												
Administration/Finance/HR	15	0	100%	100%	0%	0%	0%	0%	100%	0%	0%	
Marketing/Sales	100	3	17% 40% 43%	7%	10%	40%	16%	27%	17%	40%	43%	
Customer Service/Support	105	3	37% <u>56%</u> 7	10%	28%	56%	6%	1%	37%	56%	7%	
Production/Manufacturing/Operations	71	0	37% <mark>15%</mark> 48%	8%	28%	15%	30%	18%	37%	15%	48%	
Other	13	0	77% 23%	46%	31%	0%	8%	15%	77%	0%	23%	
JOB CLASSIFICATION												
Senior Team	9	0	44% <u>56%</u>	22%	22%	56%	0%	0%	44%	56%	0%	
Manager	35	1	49% 29% 23%	14%	34%	29%	17%	6%	49%	29%	23%	
Non-manager	260	5	33% 37% 30%	14%	19%	37%	15%	16%	33%	37%	30%	
JOB STATUS												
Full-time	283	6	35% <u>36%</u> 29%	13%	22%	36%	14%	15%	35%	36%	29%	
Part-time	21	0	38% 43% 19%	29%	10%	43%	14%	5%	38%	43%	19%	

less than 10% above/below norm

<sup>+1/-1 10</sup> to 19% above/below norm

<sup>+2/-2 20</sup> to 29% above/below norm

<sup>+3/-3 30%</sup> or more above/below norm

### **Item Detail**

Q.4 My work provides me with a strong feeling of personal accomplishment.

	Number Responding	No Response	Percent Responding	Strongly Agree	Agree	Partly Agree/ Partly Disagree	Disagree	Strongly Disagree	Percent Favorable	Percent Mixed	Percent Unfavorable	Norm Comparison
All Respondents	303	7	41% 28% 31%	17%	24%	28%	14%	17%	41%	28%	31%	-2
TENURE												
Under 2 years	24	3	<b>25%</b> 75%	0%	0%	25%	0%	75%	0%	25%	75%	
2 to 5 years	108	4	41% 30% 30%	14%	27%	30%	4%	26%	41%	30%	30%	
More than 5 years	171	0	47% 27% 25%	22%	26%	27%	22%	3%	47%	27%	25%	
DEPARTMENT												
Administration/Finance/HR	12	3	100%	0%	0%	0%	0%	100%	0%	0%	100%	
Marketing/Sales	100	3	41% 22% 37%	21%	20%	22%	24%	13%	41%	22%	37%	
Customer Service/Support	107	1	47% 40% 13	29%	18%	40%	4%	9%	47%	40%	13%	
Production/Manufacturing/Operations	71	0	46% 28% 25%	0%	46%	28%	17%	8%	46%	28%	25%	
Other	13	0	8 92%	0%	8%	0%	15%	77%	8%	0%	92%	
JOB CLASSIFICATION												
Senior Team	9	0	33% 44% 22%	33%	0%	44%	11%	11%	33%	44%	22%	
Manager	34	2	9 50% 41%	9%	0%	50%	9%	32%	9%	50%	41%	
Non-manager	260	5	46% 25% 30%	18%	28%	25%	15%	15%	46%	25%	30%	
JOB STATUS												
Full-time	282	7	43% 27% 31%	18%	24%	27%	14%	17%	43%	27%	31%	
Part-time	21	0	24% 48% 29%	0%	24%	48%	14%	14%	24%	48%	29%	

less than 10% above/below norm

<sup>+1/-1 10</sup> to 19% above/below norm

<sup>+2/-2 20</sup> to 29% above/below norm

<sup>+3/-3 30%</sup> or more above/below norm

### **Item Detail**

#### Q.5 I enjoy the work I perform on my job.

	Number Responding	No Response	Percent Responding	Strongly Agree	Agree	Partly Agree/ Partly Disagree	Disagree	Strongly Disagree	Percent Favorable	Percent Mixed	Percent Unfavorable	Norm Comparison
All Respondents	307	3	65% 9 26%	48%	17%	9%	5%	21%	65%	9%	26%	-1
TENURE												
Under 2 years	26	1	42% 58%	42%	0%	0%	0%	58%	42%	0%	58%	
2 to 5 years	110	2	55% <mark>10 35%</mark>	36%	18%	10%	4%	32%	55%	10%	35%	
More than 5 years	171	0	74% 10 16%	56%	19%	10%	7%	9%	74%	10%	16%	
DEPARTMENT												
Administration/Finance/HR	14	1	100%	0%	0%	0%	0%	100%	0%	0%	100%	
Marketing/Sales	103	0	80% 9 12	65%	15%	9%	6%	6%	80%	9%	12%	
Customer Service/Support	106	2	75% <mark>7 18</mark> %		17%	7%	0%	18%	75%	7%	18%	
Production/Manufacturing/Operations	71	0	48% 17% 35%	24%	24%	17%	8%	27%	48%	17%	35%	
Other	13	0	15% 85%	0%	15%	0%	31%	54%	15%	0%	85%	
JOB CLASSIFICATION												
Senior Team	9	0	56% 44%	44%	11%	0%	11%	33%	56%	0%	44%	
Manager	35	1	77% 23%	51%	26%	0%	0%	23%	77%	0%	23%	
Non-manager	263	2	63% 11 26%	47%	16%	11%	6%	21%	63%	11%	26%	
JOB STATUS												
Full-time		3	66% 9 25%	48%	18%	9%	6%	19%	66%	9%	25%	
Part-time		0	48% 5 48%	48%	0%	5%	0%	48%	48%	5%	48%	
				.370	2,0	1 7,0	270	.370	.370	2,0	1370	

less than 10% above/below norm

<sup>+1/-1 10</sup> to 19% above/below norm

<sup>+2/-2 20</sup> to 29% above/below norm

<sup>+3/-3 30%</sup> or more above/below norm