



2004 Employee Survey
Percent Favorable: ABC Overall by Major Business Units

Question	Overall	IT	Sales & Marketing	Finance	Engineering	Manufacturing
Organizational Commitment Average	65%	72%	69%	51%	65%	69%
Performance Management Average	62%	67%	67%	50%	63%	60%
Communication Average	62%	69%	67%	48%	62%	65%
Teamwork Average	62%	66%	63%	52%	65%	66%
Management Average	61%	71%	62%	52%	58%	61%
Customer Service Average	62%	71%	63%	54%	58%	63%



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Organizational Commitment

1. I am confident in the future of ABC.	22%	49%	15%	16%	15%	21%
8. I would recommend ABC as a good place to work.	18%	28%	15%	13%	15%	18%
17. I (do not) plan to look for another job outside ABC within the next 6 months.	23%	33%	24%	18%	18%	19%
Organizational Commitment Average	21%	37%	18%	16%	16%	20%

Performance Management

3. The performance review process is helpful in determining my personal goals	20%	42%	12%	17%	22%	18%
13. I receive regular feedback on how well I am doing in my job.	20%	31%	19%	13%	15%	22%
16. I have a clear understanding of my job responsibilities.	18%	30%	17%	10%	17%	19%
19. ABC does a good job in dealing with poor performers.	20%	26%	20%	14%	20%	21%
Performance Management Average	19%	32%	17%	13%	18%	20%

Communication

2. Communication is good between departments/work groups.	19%	43%	11%	16%	17%	15%
6. I am kept informed of matters that are important to me.	21%	30%	20%	16%	17%	22%
10. Senior Leadership informs me of the business' plans and goals.	18%	37%	12%	13%	17%	17%
Communication Average	19%	37%	14%	15%	17%	18%



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Teamwork

5. Teamwork is encouraged in my area.	20%	36%	15%	12%	22%	24%
11. ABC Leadership works to remove barriers to teamwork across the organization.	21%	40%	18%	17%	15%	20%
14. There is high level of cooperation between departments at ABC.	22%	27%	15%	22%	22%	28%
Teamwork Average	21%	34%	16%	17%	19%	24%

Management

7. My manager holds people accountable for meeting high performance standards.	22%	41%	15%	16%	17%	28%
12. My manager understands the business' plans and goals.	21%	36%	20%	16%	12%	20%
15. My manager encourages decision making at the lowest possible level.	20%	37%	11%	18%	17%	24%
Management Average	21%	38%	15%	17%	15%	24%

Customer Service

4. Our company policies and procedures enhance our ability to provide good service to external customers.	20%	38%	15%	16%	23%	15%
9. We go the extra mile to satisfy our external customers.	20%	41%	10%	13%	17%	30%
18. I have a good understanding of my internal customers.	21%	26%	22%	19%	18%	17%
Customer Service Average	20%	35%	16%	16%	19%	21%