



EMPLOYEE SATISFACTION REPORT
2009

Company X

 Small-to Medium-sized Company Category 

Report Summary 2009

Company Name:	Company X
Award Category:	Small-to-Medium Sized Enterprise
# Surveys Completed:	29

Company Turnover Initiated by:	Employee	Employer	Mutual
	2	1	0

Summary Statement of Findings

Summary of Results - Includes key themes and trends

Satisfaction Rating (1 - Strongly Disagree... ..5 - Strongly Agree)		2009
Key Successes	<i>There are not many errors with the payroll administration and our pay is always on time.</i>	4.92
	<i>Our corporate image/reputation instills in me a sense of pride in the work that I do.</i>	4.73
	<i>The organization is viewed positively by the community.</i>	4.67
Key Areas of Concern	<i>There are clear human resource policies that are understood by all staff.</i>	3.39
	<i>Salaries are competitive compared to other similar organizations.</i>	3.43
	<i>I believe that my pay is linked to my performance.</i>	3.46

My Company vs. Environmental Industry 2009

Satisfaction Rating (1 - Strongly Disagree... ..5 - Strongly Agree)		Company 09	Industry 09	Δ
Overall Employee Satisfaction Rating		4.06	3.93	0.13
Key Successes	<i>Our corporate reputation instills in me a sense of pride in the work...</i>	4.73	4.14	0.59
	<i>I observe that employees trust and respect management.</i>	4.44	3.86	0.58
	<i>I am NOT over-worked (i.e. I DO NOT feel stress from deadlines, etc.)</i>	3.85	3.30	0.55
Key Areas of Concern	<i>I am satisfied that this organization provides training opportunities...</i>	3.54	4.05	-0.51
	<i>We have many different benefits in addition to salary.</i>	3.59	4.06	-0.47
	<i>There are clear human resource policies that are understood...</i>	3.39	3.85	-0.46

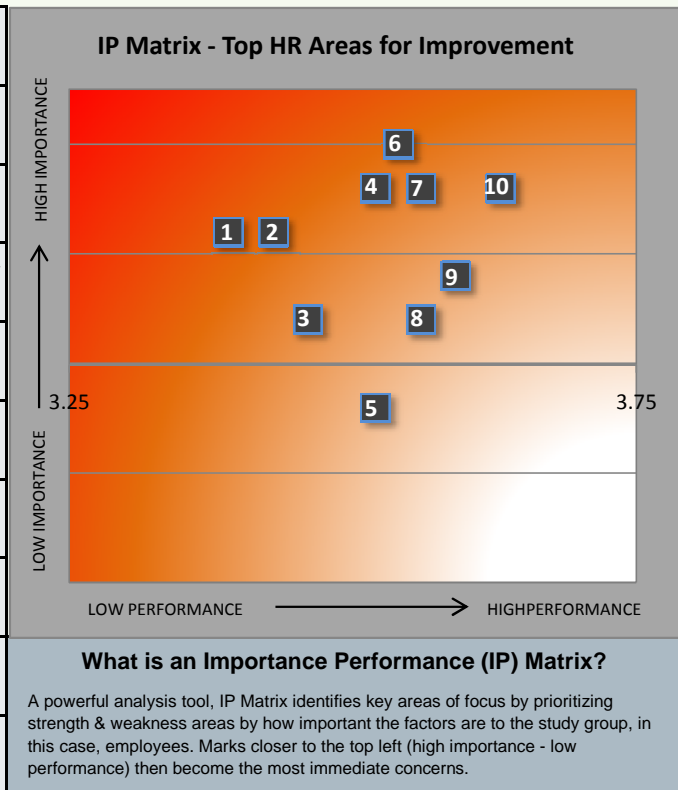
Company Historical Performance (2007-2009)

Key Successes and Areas of Concern in this section are determined by historical employee satisfaction rating performance. If historical data is not available, Key Successes and Areas of Concern will appear the same as the Report Summary 2009 results.

Satisfaction Rating (1 - Strongly Disagree... ..5 - Strongly Agree)		My Company		
		2007	2008	2009
Overall Employee Satisfaction Rating		N/A	N/A	4.06
Key Successes	<i>There are not many errors with the payroll administration and our pay is always on time.</i>	N/A	N/A	4.92
	<i>Our corporate image/reputation instills in me a sense of pride in the work that I do.</i>	N/A	N/A	4.73
	<i>The organization is viewed positively by the community.</i>	N/A	N/A	4.67
Key Areas of Concern	<i>I believe that my pay is linked to my performance.</i>	N/A	N/A	3.46
	<i>Salaries are competitive compared to other similar organizations.</i>	N/A	N/A	3.43
	<i>There are clear human resource policies that are understood by all staff.</i>	N/A	N/A	3.39

Results Analysis

1	<i>There are clear human resource policies that are understood by all staff.</i>
2	<i>Salaries are competitive compared to other similar organizations.</i>
3	<i>I believe that my pay is linked to my performance.</i>
4	<i>I am satisfied with my potential earnings (i.e. senior salary scale that you see yourself at in the future).</i>
5	<i>When people leave their jobs here it is not usually because of pay or benefits.</i>
6	<i>I am satisfied that this organization provides all staff with training opportunities.</i>
7	<i>I am satisfied with my benefits package.</i>
8	<i>I am paid at the right level for the job that I am doing.</i>
9	<i>We have many different benefits in addition to salary.</i>
10	<i>I believe that salaries are fair and there are no anomalies or favouritism.</i>



Discussion Points

Do you have any practices to encourage external training e.g. educational subsidy, time off for exams, industry specific conferences, etc.

Do you have any practices that encourage internal development e.g. mentor programs, cross training roles, job shadowing, job sharing, cross functional teams, etc.

Are developmental needs discussed in the context of available career paths within the organization?

Do you review everyone's performance on a regular basis? Using what type of tool? How frequently? Time of year? How do you link Performance to pay? Are employees aware of how their performance impacts increases?

Does the organization communicate overall business objectives to everyone and are these cascaded to all levels of the organization?

Does the company have a process to identify key employees critical to the ongoing success of the company? If so, are affected employees aware of this?

Human Resource Function & Policies

Each section will have a results break-down, as demonstrated below:

	Company Average 2009	Industry Bechmark	Co. vs Ind	Company Average 2008	Company Average 2007
<i>Staff issues are handled confidentially, fairly, and in a timely manner.</i>	4.36	3.99	0.37	N/A	N/A
<i>There are clear human resource policies that are understood by all staff.</i>	3.39	3.85	-0.46	N/A	N/A
<i>The human resource systems in this organization are fair and work well.</i>	3.93	3.90	0.03	N/A	N/A
<i>The organization considers the impact on staff when making important decisions.</i>	4.18	4.00	0.18	N/A	N/A

Comments:

A2) There are clear human resource policies in place, however as a small company - some of these policies are still in the process of being created/altered.

As a growing company, I feel that the human resources system (as well as other systems) will develop process and procedure as needed. But up to this point, it has been fairly unstructured and informal.

Staff issues are handled confidentially and fairly, but can sometimes take some time. Human resource policies are still in the preliminary stages given the start up nature of the company.