

ABC Corporation Employee Essay Survey 2008

01. I believe that ABC Corporation is an organization of high quality.

	Management	Employees		
5 - Strongly Agree	6 = 100%	19 = 83%		
4 - Somewhat Agree	0	4 = 17%		TOTAL
3 - Undecided/Unsure				Positive 100%
2 - Somewhat Disagree				Neutral
1 - Strongly Disagree				Negative

Why?

Because of our high standards.
 We plan what to do and then we (for the most part) stick to the plan keeping the best interests of all involved up front. We care about each other, our carriers and our customers. We work with the highest integrity.
 We attract and retain top notch people.
 We consistently try to do the right thing. We always strive to make sure we are adding value to both our vendors and out customers.
 Because of the values we bring to the table as a group and because we are one of the few organizations left that truly cares about it's customers. When you treat your customers like you treat your "own" high quality comes naturally.
 We take many steps to please our customer base.
 Because we are here to help one another and we are here to show the best to our customers.
 We have the means to do our job.
 Because we well good products, do good business with our customers who in turn get good customers. We are rarely out of stock on items and when we do we improvise.
 Yes, I strongly believe we have a super organization.
 I believe that ABC Corporation is an organization of high quality because of all of the training oppourtunities it extends to the staff and dealer network.
 Because it is a company that understands its' employees and their needs.
 Everyone, on the whole seems to have a common goal for the company.
 Because they maintain high standards for everyone that can easily be obtained.
 Because we are honest and straightforward with our customers and the companies we deal with.
 I believe they are of high quality because they are understanding and they reach for the best.
 We are always given the tools we need to get our jobs done especially with training.
 The employees are great!
 Because we do things by the book.

Because everything is done by the book.

JP sets the standards high but not everyone follows them including people on the senior management team. Their attitude is often rude and uncourteous toward people. The quality of work is high.

They “try” to be competitive in the industry.

While sales and numbers are vital, it is not at the sacrifice of integrity. That’s important for me.

For the most part I agree. There are some areas for improvement, communication being the main one. I definitely think the left hand does not communicate with the right.

The monthly meetings are a joke.

Rules can be easily changed to convenience.

02. I understand the Company’s mission, vision, and values and I have confidence in discussing them and explaining them to others.

	Management	Employees		
5 - Strongly Agree	4 = 100%	15 = 71%		
4 - Somewhat Agree	0	2 = 9%	TOTAL	
3 - Undecided/Unsure			Positive	100%
2 - Somewhat Disagree			Neutral	
1 - Strongly Disagree			Negative	

- Comments:

Proud of being an employee because of all the good we make happen.
I'm very confident in telling people what our goals are.
I am proud to work for ABC and speak highly of us to our customers.
I always have and always do.
With all the training we get it makes us confident.
We live them everyday; they are not just words on a piece of paper.
It is easy to explain because we are oriented to the growth and development of relationships. It's not all about money.
The mission is to help and encourage strong and healthy business practices so the customers can grow a strong business.
We always talk about it.
We have a clearly defined and focused mission right now. We communicate that through the entire company. If someone isn't aware they must be asleep during working hours.
All the time because I like what we do here at ABC.
We are constantly reminded of the Companies mission and vision.
We are always working on them.
I discussed the companies vision among the co-workers.
I don't remember the mission but if I read it again I will be able to explain to that person what it means.
I do know what we're about but we do make changes from time to time which makes the specifics a little difficult to explain.
We are a company who multi-tasks everyone.
Not everyone is what they want us to become. We are individuals and bring our own personalities to the organization.
I know what they are. Achieving them is another story.
Sometimes I feel there is conflict with the values, but the decisions have already been made and we can only agree with those decisions.

03. I understand my personal goals, objectives, and contributions, which are tied to the Company's well defined direction.

	Management	Employees	Total Responses		
5 - Strongly Agree	5	83%	16	84%	25
4 - Somewhat Agree	1	17%	1	5%	TOTAL
3 - Undecided/Unsure	0		2	11%	Positive 97%
2 - Somewhat Disagree					Neutral 3%
1 - Strongly Disagree					Negative

- Comments:

Yes, I always strive for the best.
 ABC has always been great with providing great training and the tools we need to succeed.
 The company helps me and provides info I need here and in my personal life.
 Management provides reassurance.
 Yes, I have the resources I need and will take advantage of them.
 Yes.
 I have everything I need to do my job well.
 They give you all the right tools to work with, you just have to know where to begin.
 Yes, by the support the management team has given me by helping me be better if life, not just some other employee.
 The always ever-changing tools. The inside sales team and the entire staff as a whole helps in achieving goals and contributions in making this company what it is, "The Best."
 Whatever I need . . .I get.
 Bring on the training. That's how we can all get better at everything we do. Perhaps look into getting an outside source to mix things up a bit. Training seminars can get somewhat predictable otherwise. Definitely open to more training.
 Our training sessions are great but I also liked the ones from HC what happened to him?
 If at anytime I don't have what I need, I ask. As a company we understand that us employees are only effective with the tools and resources to make us successful.
 Yes, I think I have all my resources to be successful, but the thing is do I use my resources to achieve my goals?
 The tools we don't have are usually the things outside of our control.
 Vendor equipment availability makes achieving the goals difficult.
 The tools are provided but sometimes you have to rely on someone training you on a new task. The attitude of the trainer is important for success.
 If I do not, I ask for help and more often than not get assistance in a timely fashion.

05. I know when I am successful in my current position.

Management	Employees	Total Responses
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5 - Strongly Agree	5	83%	15	75%	26		
4 - Somewhat Agree	0		2	10%		TOTAL	
3 - Undecided/Unsure	1	17%	1	5%		Positive	84%
2 - Somewhat Disagree	0		2	10%		Neutral	11%
1 - Strongly Disagree						Negative	5%

- How do you know?

When things get done correctly

I receive recognition from all levels in the company, but most importantly from our customers. When you do something good for them they let me know how much they appreciate my hard work.

I have a good handle on how I am measured.

It's clear what we have to do.

I know because I am told that I'm doing a good job by my superiors and I know because the relationships I have with my customers is based on trust. They know that I will always do the right thing by them no matter what. Sometimes they may not like the answers they are getting but they know they are getting the truth and they appreciate that. When you have a happy dealer, then you feel successful.

Yes I know when I am successful in my position, when my desk is completely cleared off.

The gratitude speaks for itself.

I am successful in my current position because of the positive feedback that we receive from each other and from our dealer base. We see the success in our healthy numbers as we all grow in our sales techniques.

I receive positive feedback from my manager.

I am complimented on a good job, it doesn't go unnoticed.

My manager tells me when I have done a good job.

I feel it! I know when I've done something good. I feel I am an asset to my team.

Because I'll be the best at it.

I give my best every day, but I enjoy coming to work, that is what makes me successful.

Because management clearly shares all thoughts, good or bad, with me.

I see changes in individuals who would otherwise have fallen through the cracks without my attention.

Because we are meeting our objectives and management is happy.

Because you haven't fired me yet! Just kidding. I know because my peers tell me when I'm doing a great job and through the results on the tracking board.

I get a feel good sensation.

If the answer is yes than you are successful. If the answer is no ...?

I don't know if I am successful; define success.

Nope, I rarely feel that feeling of success as the results are not always based on my input as much as the carrier or dealer doing their part. Plus another situation is always in need of attention so there is no time to bask in success.

Sometimes it feels like no matter how hard you try, it's never good enough,

You don't get much credit for hard work being done well. You only get you can "still put more on your plate."

06. My role in the organization is valued by my Manager as an integral component of the work of the Company.

	Management	Employees	Total Responses		
5 - Strongly Agree	5	83%	14	78%	23
4 - Somewhat Agree	1	17%	1	6%	TOTAL
3 - Undecided/Unsure	0		1	6%	Positive 92%
2 - Somewhat Disagree	0		2	10%	Neutral 3%
1 - Strongly Disagree					Negative 5%

- Comments?

My manager always thanks me for doing well and doing my part.
 I believe he understands my work ethic and knows I would never deliberately do anything that would harm our organization.
 My role is valued because I go above and beyond the call of duty.
 My manager expresses appreciation for my work often.
 Yes, my work is valued by my manager.
 My manager is always giving positive inspiration.
 Not. I would do my job regardless of whether it is valued by my manager or not. I think DS has invested in his employees more than any company I know and that deserves recognition and merit.
 I truly believe our input in this company can make us or break us.
 I am working very hard to become a valuable employee and I take my job very seriously to be the very best at anything put in front of me.
 They make me feel like family, not just some co-worker.
 I strongly agree that my role in the organization is valued by my manager because it is acknowledged in our management detail summary outlines each year.
 My Manager is great!
 Yes, I agree and the manager is good at telling me what is what.
 Although we may not always have time to catch up, I know that I am valued and appreciated for everything I do by my manager.
 My manager often shares this with me and others.
 My manager tells me.
 Yes, my work is definitely valued. There's rarely a time when I feel that what I do here is not important or valued.
 Sometimes it is, sometimes it isn't.
 I believe I am a cog in the machine.

07. Management clearly shares and supports the vision for the Company.

	Management	Employees	Total Responses		
5 - Strongly Agree	5	83%	17	77%	28
4 - Somewhat Agree	1	17%	3	14%	TOTAL
3 - Undecided/Unsure			0		Positive 96%

2 - Somewhat Disagree	0	2	9%	Neutral	
1 - Strongly Disagree				Negative	4%

- How?

Management is constantly working towards achieving the goals.

Through department meetings, staff meetings, E-mails, or management meetings. I would be very surprised if a staff member did not know our current vision for the company.

They do walk the talk.

Goal sheets, department meetings, Robert's emails, discussions around the buildings.

Management has done a very good job of including us. Which makes us feel even more a part of the family and even more like what we do matters.

Yes, when something changes we are made aware.

Yes, we have our weekly meetings and the manager shares all the time about the vision of this company.

He makes us do our homework.

Management shares and supports the vision for the company by continually investing in the staff's training and by empowering us both personally and professionally.

in making sure we are oriented in the right direction to fulfill not only the companies vision by my personal vision as well.

They let us know at every meeting what they want us to achieve as a whole.

Always makes sure the staff has the tools to complete a task.

They are always helping with whatever support we need.

It is always communicated.

By expressing it on a constant basis in meetings and through day to day interactions helping to keep our ultimate goal in sight.

Yes, because it is important for us to know every update.

I can't speak about the other managers, I do know for sure my manager does. She is has a really big team and is 100% focused on the success of the company and the success of each and every one of us.

By communicating and being on the same page.

Overall vision is supported but changes are often made to the specifics that make it a little harder to follow.

Not everything is shared. When it is, not in a full explanation. Some people need more than just speaking about things, they need to see it.

They give us extra work. Different things. Not that it is a bad thing, but at least forewarn us when things are about to change. A lot is said behind the scenes and the next thing you know you are doing something you weren't hired to do.

Management sometimes overlooks certain individuals which directly affect everybody's success in the company because of personal feelings toward those individuals, not seeing that they need to change in order to keep ABC in the "Outstanding customer service" division.

They do it when it's convenience and in the company of management especially senior management.

It is enforced at every department meeting.

My manager may express the same vision but I don't know if I'm convinced on how believable it is, as I have some doubts at times.

08. I have a Manager with whom I can share ideas and concerns.

	Management	Employees	Total Responses
5 - Strongly Agree	6 100%	13 76%	23
4 - Somewhat Agree	0	3 18%	TOTAL

3 - Undecided/Unsure	0	1	5%	Positive	88%
2 - Somewhat Disagree				Neutral	9%
1 - Strongly Disagree				Negative	3%

- Comments?

I am always comfortable to approach my manager with anything and everything.

Easy to speak to.

Yes, I can share my ideas and concerns.

My manager is very supportive.

He always makes time to hear me out.

My manager is someone you can go to without being fearful of what you say is going to be office talk, and that person knows when something is up with you. It makes me feel that she is concerned on a business level and a personal one as well.

There has been a comfort level of trust that developed between the managers and the departments that allow us as a team to sit together and share our ideas and concerns and actually have them put into play where they help us in our routine tasks (Suggestion box, Staff meetings).

My manager is always willing to listen to new ideas.

Always looking for ideas and what is going on.

I love my manager.

Whatever it is, I know I can always talk to my manager I always feel welcome funneling ideas offering insight, and volunteering for projects.

The door is always open.

My manager does encourage open communication.

Absolutely. All ideas and concerns are welcome. All solutions are welcome. \

Sometimes it is difficult to share how you really feel because of how you may be perceived or judged for making a comment or suggestion. Not with my manager, but by the company in general.

I say somewhat because at the time I would think the manager may not want to hear an idea at that particular time, but down the road I would I would say something about an idea or concern.

My manager is open and willing to listen, I just feel that sometimes because of the nature of the business I get shut off in reference to any type of changes - like the way the phones are distributed.

Sometimes.

I'm not so confident they would do anything about it anyway.

I don't like rejection so I don't share.

Sometimes you get shot down.

I don't like rejection, so I don't share. I'm what you call a pessimist and therefore I look at the consequence before the victory.

09. I have the opportunity for professional growth and development.

	Management		Employees		Total Responses	
5 - Strongly Agree	3	60%	8	36%	27	
4 - Somewhat Agree	1	20%	7	32%		TOTAL
3 - Undecided/Unsure	1	20%	5	23%		Positive 74%
2 - Somewhat Disagree	0		2	9%		Neutral 22%
1 - Strongly Disagree						Negative 4%

- Explain:

No one is ever the best that they can be. There is always something to learn, if you are willing to learn it. Our company is changing with the industry, and from change comes growth. It will be up to each of us individually to accept that and learn and grow in new areas.

There is always room to grow

There is always room for improvement. I'd like to think I am like a wet sponge that can absorb information..

I believe there is always room for improvement.

Yes, but I am a quick learner.

Everything here is an opportunity to grow, from the call I get to the people who help me be a better person.

You learn by doing new things on a daily basis.

I'm doing things I've never done before.

Every day is an opportunity for professional growth and development.

Regardless of any one's position we all grow professionally just by being on the job.

You mean I can get promoted? Seriously, the development of our sales centric side is important and worthy.

Every day I learn something new that can be used for growth.

I believe I have reached my professional growth with the company; but there is always room to learn more.

There is always room for growth.

Every day I learn more.

Professional growth and development is given to us in many ways, through training, volunteer opportunities, project management and so on. However, I can't strongly agree.

Due to the size of our company there really isn't much room for advancement as far as changing into a different and maybe more challenging position.

I so believe that I have always had and taken every opportunity to grow, although in most other companies that means being promoted to a "higher" position within the company.

Since that's not the way things work at ABC, I feel this question should be rated as "somewhat agree" instead of strongly agree.

I sometimes feel that my professional growth has come to a standstill here but my development continues to grow because of all the new training and changes in the wireless world.

I always feel we can get better at what we do. However there isn't a lot of room for advancement or promotion withing the company.

I would not call it growth, you can take on the responsibility others cannot or will not do.

Cannot no much higher than where I'm at.

Not really, I feel stuck in my position.

There really isn't much room for growth.

10. I believe my compensation package including benefits, bonuses, and profit sharing is competitive, compared to similar employment opportunities in the marketplace.

	Management		Employees		Total Responses	
5 - Strongly Agree	2	33%	11	64%	23	
4 - Somewhat Agree	3	50%	2	12%		TOTAL
3 - Undecided/Unsure	1	17%	2	12%		Positive 80%
2 - Somewhat Disagree	0		1	6%		Neutral 14%
1 - Strongly Disagree	0		1	6%		Negative 6%

- Comments?

I would have to agree with that. David and Kathy have always been very generous with salary, bonuses, and the sharing of profits.

Yes indeed.

Yes, and I am very thankful for everything I get.

Of course one always want's more, but during this current economic climate you can't complain. It's very much appreciated! Thank You.

I think the compensation package is great. I would like to see an opportunity to become share holders after a given amount of years with the organization.

It's awesome, better than what I've gotten before.

Yes, it is.

ABC has always been fair and sometimes goes beyond the call of duty.

Yes, we do receive benefits, bonuses, and also profit sharing. Some companies may not even provide bonuses or profit sharing throughout their company.

Fair.

I could always use more. What is provided is great. Thank You

I believe my compensation package is competitive in the marketplace, I only wish the family plans were included or yet more affordable based on the compensation we receive.

The package you put together looks great! But when you see your paycheck it does not look like the yearly package and I get disappointed. But I am always grateful and I do my very best for the company always.

I can't complain. ABC has been good to me. Wish we had more holiday's off..

Yes, benefits are great! Bonuses are OK. Profit sharing is not like it used to be. Can take it or leave it at certain months.

I don't know what other employers offer so I can't answer that question.

I really don't know anyone who holds a position similar to mine. I've never felt a need to compare.

I guess it is. I'm really not sure what other employment opportunities exist in the marketplace. A nice paid vacation to Aruba would be nice.

Not everyone gets the total package.

I feel the profit sharing program should be changed to incorporate the two biggest missions of our company right now; It's depressing when I see the profit sharing sheet, not because of the dollar amount of the check but because we are signing up new customers. I think our profit sharing should reflect those efforts.

What about early Friday's every week in the summer like most other businesses.

Profit sharing should be restructured. Since there is no advancement available compensation should increase greater than 3 or 5 percent. People who have been here for 10 or more years should get an additional week off.

More vacation time.

11. I find our Organizational Culture to be conducive to a positive and motivating work environment.

	Management	Employees	Total Responses		
5 - Strongly Agree	6	100%	14	64%	28
4 - Somewhat Agree	0		8	36%	TOTAL
3 - Undecided/Unsure					Positive
2 - Somewhat Disagree					Neutral
1 - Strongly Disagree					Negative

- Why?

We all try to get along and help each other.
 We're comfortable here, it's like home. We're family. These elements make the working environment more positive and I think because we have a place full of comradery, we all work that much harder. Plus, the owners are amazing people who have given so much to us. They make us fell like part of their family and that makes me want to give as much to the company as I can to give back to them what they've given to me.
 We focus more on Management by serving others or leading others rather than boxy organization charts with bosses on top and staff below.

Yes, our company is very diverse.

Everyone's contribution is important and everyone is allowed to bring fresh ideas to the table. Nobody is made to feel unimportant and there isn't anybody who thinks they are too important.

Yes, it is very pleasant to come to work everyday.

Because even though we all have tough days and may not always 100% like certain aspects of our work, we always support one another and always look out for one another, and that's a very positive trait that I don't think a lot of places have. The people at ABC are really the most important part of the company.

We are left alone to do our jobs. We are not hovered with someone breathing down our necks. In my opinion this makes for a positive and motivating environment.

I find this organization to be positive and motivating because we are all willing to grow and learn from each other and we take our opportunities for growth seriously and we support each other to make this the greatest powerhouse that many of our customers have ever seen.

I get feedback on every project I do just to keep me alert and motivated.

Yes, I think the team I am part of is wonderful. We are all on the same level and mostly believe in the same things. We can talk about anything and work out any situation.

There is always something happening. Even when bad days are here there's always someone on the other side of the phone or a co-worker who tries to build your spirits.

Motivating, that's what we do.

My department is supportive of each other.

We are like a family and our customers feel the same way.

It is a friendly and happy environment.

We rock!

My manager always helps me and the rest of the team and our team works well together also.

We are all here to make it happen.

Management is always very positive and motivating. Sometimes though the rose colored glasses have to come off and look deeper into what is being discussed. Everything can't be positive, it only means it should be dealt with differently, There can still be a happy ending if it is handled realistically.

Sure, most of the employees make it positive.

Everybody pretty much gets along. Too bad for those who don't.

Because there is always someone pushing to motivate you.

Our meetings (*which if left up to me I would prefer not to attend*), they do help and provide the goals we need to focus on.

Not always, If you are not in the clique it can be demotivating. You have to deal with bad attitudes and surly faces.

I cannot strongly agree with this statement. There are people in this organization who walk around with a black cloud and find a reason to be negative about anything. I feel those people do not get reprimanded but others do even if they are being negative in the moment. However the majority rules and even with the exception of a few (or one) we are very positive.

12. I receive timely feedback both formally and informally.

	Management	Employees	Total Responses		
5 - Strongly Agree	4	67%	9	39%	29
4 - Somewhat Agree	2	33%	9	39%	TOTAL
3 - Undecided/Unsure	0		4	18%	Positive 89%
2 - Somewhat Disagree	0		1	4%	Neutral 9%
1 - Strongly Disagree					Negative 2%

-Explain:

If something is done right or wrong we should always knowing a timely manner so that we can fix it without wasting any additional time.

Communication is the key.

My manager always helps to motivate me in my personal and professional life.

Action plans.

Yes, I receive timely feedback from everyone at work about what I need to know.

My questions are always answered in a timely manner.

My manager is always giving feedback.

All the time weather it is good or bad and what we can improve upon.

I get feedback on every project I do.

Whenever credit or feedback is due , it's always given in the best and timeliest of ways.

I agree we receive timely feedback from the dealer surveys and just from the encouragement we show each other as a company.
 Not sure the difference between formal and informal. If the boss E-mails his comments is that formal & if I get it verbally is that informal.
 I don't understand the question formally and informally..if you are talking about my manager, yes, at least every six months.
 Most of the time.
 Most of the time I do but sometimes there are gaps due to scheduling.
 I get informal feedback often and formal feedback at specific points during the year.
 I always know where I stand with my manager. They let me know either by e-mail, phone, or in a one-on-one meeting.
 Receive timely feedback except if they have the wrong e-mail address.
 Sometimes it is months before we hear back from these surveys.
 Because information is not given to me on time. I might know these things one or two days later.
 Sometimes we are kept out of the loop but that is sometimes better for us.
 Sometimes I have to ask my manager numerous times for specific feedback, I don't think I should have to.

13. I am given an opportunity to be creative and strategic in my work assignments.

	Management	Employees	Total Responses		
5 - Strongly Agree	3	50%	11	48%	29
4 - Somewhat Agree	3	50%	9	39%	TOTAL
3 - Undecided/Unsure	0		2	9%	Positive 93%
2 - Somewhat Disagree					Neutral 5%
1 - Strongly Disagree	0		1	4%	Negative 2%

-How?

As long as the work gets done in a timely fashion and correctly, it doesn't matter how it gets done.
 I am the best.
 Yes, I am given the authority to act out my daily responsibilities with little need for direction and approval. If I need help I ask for it. If I am confused about something, I ask for clearer direction. My manager trusts me to get my job done effectively and knows they don't have to consistently look over my shoulder.
 My input is requested in planning and goal setting meetings.
 It's usually more about the result than the method.

As long as the task lends itself to be creative (i.e. there are only so many ways to print an invoice), I think I can be as creative as I want under certain guidelines of course.

Me and my manager can always be flexible with work assignments.

I have a couple of daily tasks that I have and I'm very creative with assignments.

Freedom to do my job with no pressure.

I agree that I am given the opportunity to be creative and strategic in my assignments because we are all given the same tools to use to help us succeed and we are allowed to utilize those tools in a way that best fits our personalities. We are not forced to sound exactly the same when using then tools we are taught.

By allowing to think for myself and not closing all of the doors.

Yes, they give me many opportunities to put my spin on how to say and do certain things as long as the outcome is positive and benefits the company.

Our manager is very open minded and is willing to try something at least once. Like I said before, sometimes you need to do the job and not just speak about it. Hands on!

My manager lets me be creative & strategic as long as the end result is what the organization needs and the proper message is conveyed.

Yes, I do work independently.

I need to more an "outside the box" thinker in general.

By giving me the chance to come up with ideas for growth and needing to have my manager over my shoulder.

I am encouraged to do my work with liberty and how I feel comfortable as long as it gets us the results we are looking for.

As long as the ending results are great.

Management always gives the final approval but yes, we are given the opportunity to do so. There are times when senior management is a bit overly critical but overall we are given the Freedom, which is very much appreciated.

I can choose how to do my work without being told, but making sure it always gets done.

I used to be utilizing my skills, but now my focus was put elsewhere and there is no room for me to be creative. Maybe strategic, but not creative.

My job does not require me to be creative and strategic.

We do the same thing all of the time.

14. Management seeks ways to listen to and support my efforts to achieve the organizational mission.

	Management	Employees	Total Responses		
5 - Strongly Agree	4	67%	14	64%	28
4 - Somewhat Agree	2	33%	7	32%	TOTAL
3 - Undecided/Unsure	0		1	4%	Positive 98%
2 - Somewhat Disagree					Neutral 2%
1 - Strongly Disagree					Negative

- Comments?

If you are having difficulty achieving your goals or seeing the light at the end of the tunnel, management is always great about helping you through even those that are not your direct manager.

Through the ALC Assessments, and ALL my manager helped me see where I was currently and where I needed to be and gave me advice on how to grow.

Management always listens to our ideas.

Yes, I can always go to my manager and know they are going to listen.

Fast fives and anytime there is a need for a discussion I have the platform to do so.

Weekly meetings are important as well as an open door policy to discuss ideas on a whim.

Through department meetings.

When it comes to achieving company missions, management is very supportive and “on” in meetings, on the floor very relaxed.

Everyone listens.

Always available to hear me out, but I rarely ask.

Suggestion box works.

Communication is very strong.

I think you try too hard at times. Believe in us a little more. We haven’t been in business this long by not having ABC’s best in mind.

They always want to know how do we feel about this, is it going to plan, and if not how can we make the plan better.

By guiding and maintaining an open door policy.

Through our staff meetings and our employee/management one on one’s.

By letting me voice myself in this survey.

Yes, my manager supports me all the way.

The door is always open.

This support is what makes my job fun.

I’ve always felt the management supports the employees Otherwise what’s the point?

It’s the employees that run the daily operations so our voice has to be important to the management! It’s when you stop listening that things go wrong, so always let people come to you with ideas.

We are always discussing ideas and ways to improve the process.

We are all often asked how to contribute on how to reach our goals.

By asking, but most importantly by listening to what I’m saying and taking that into consideration when decisions are made.

We have meetings and an open door policy.

15. Management provides me an open door policy to address any employment related issues.

	Management		Employees		Total Responses	
5 - Strongly Agree	4	67%	15	66%	29	
4 - Somewhat Agree	2	33%	6	26%		TOTAL
3 - Undecided/Unsure	0		1	4%		Positive 96%
2 - Somewhat Disagree	0		1	4%		Neutral 2%
1 - Strongly Disagree						Negative 2%

- Comments:

Do I even have employment related issues? I guess when things come up, yes there is an open door policy which is great! Like I said we're at home here.

"Half Open" and it has worked well.

The door is always open.

No need to comment. I think every manager in the building has an open door policy regardless if it's for one of their employees or not.

Yes, it's like family.

I wouldn't know about employment issues but I'm pretty sure everyone is aware of the open door policy.

Yes, the doors are always open.

I can say that here it is an actual open door policy not like other companies where they say it is open but it's really not.

There is always an ear available.

Yes, I know I can go to my manager and talk about anything.
 I feel comfortable telling my manager how I feel.
 Anytime, I can say what's on my mind.
 We are always open to discuss anything we are not OK with.
 All ABC management is great about the open door policy rule and really makes you comfortable to talk about anything. Keep up the good work on that!
 Right.
 YES! If something is on your mind you can speak with them. I don't know how far you can get but you can talk to them, but sometimes things don't get changed.
 There is an open door policy available, I just don't feel that everyone is comfortable in using it.
 I don't feel comfortable talking to management in regards to co-workers because I have a negative side to me and I just feel they will think I am just complaining.
 They can be very unapproachable some of the time. It can be frustrating when upper management are in sour moods.
 Not true. You have to judge the persons mood before you approach; if not you are met with a surly face and a bad attitude.

16. I feel that changes at ABC Corporation within the past year have been an improvement toward the Company's goals.

	Management	Employees	Total Responses		
5 - Strongly Agree	4	67%	14	67%	27
4 - Somewhat Agree	2	33%	6	29%	TOTAL
3 - Undecided/Unsure	0		1	4%	Positive 98%
2 - Somewhat Disagree					Neutral 2%
1 - Strongly Disagree					Negative

- Comments:

The changes have all been focused on increasing sales and growing the business to help us get to our goal.
 Changes are an improvement, they just try to do what is best.
 We have changed for the better.
 The changes at ABC Corporation have always been for the good of the company as well as for the employee.
 Because we have achieved goals that we have set for ourselves.
 Via one has been a great improvement toward the company's bottom line.
 I especially appreciate the early closing at some of the holiday eve's and trying to push all of us to be sales people to improve business could also be seen as a step towards our goal.
 It has gotten better but the players have gotten older and wiser.
 The company had a goal with a new product and everyone took charge of it and made it successful.
 I like my job and will do all I can to meet the goals of the company.

We are finally focused on something that is growing and seems to be bringing us to where we need to go.

We seem to have more focus and seem to have stuck to our current strategic direction. This past year I have seen an improvement toward the company's goals just when we thought we didn't have an ounce of sales sense in us we were given the opportunity to see that way beneath the surface there lies a person full of sales savvy. We were given great pointers on how to open and close sales that work.

In thought the ALC test we took on sales was very helpful and eye-opening for me.

The calls that sales support makes are really important to the company's new pin goals. And I think the rest of the company should have a more active role in those calls. Many people around the building have good skills that can be used to get more business and I think everyone should get an opportunity to use them. Since sales support uses a script and everything, anyone can really call. I think that everyone should. It will help us to get to our goals faster. It was made mandatory for sales support - it should be mandatory for everyone. It's helping keep your job and this company alive so everyone should care about it.

We are better focused on what we want, to boost relationships.

Yes there have been major changes in for the company. I like the changes and I am sure we will have a lot more.

Changes are an improvement. We are trying to change the marketplace by setting the standard.

How about locking the doors when we are in a meeting.

I have to say the changes have been a bit worrisome. We have really strong goals and are working our way up to achieving them, however, I would be lying if I said I wasn't worried about my future here.

Yes we are trying to change with the times, some things work out and some don't which can be demotivating when you put effort into something and it doesn't work out, or we try something that we really don't think will work but management wants us to try it and a lot of time and effort goes into it, when it doesn't pan out it is frustrating.

I somewhat agree only because I know we got rid of our prepaid products and I hate to say we don't do it anymore when our customers are asking for them.

We still need more personal holiday or vacation time. You would like all of us to work harder on the company goals, but you still haven't been able to give us many rewards to look forward to.

Yes, I am a salesperson. Persuasive communication my butt.

17. My suggestions and/or ideas that could help us develop the business are.

Hire a professional telemarketer.

Get a credit card machine. The customers like paying by credit card. The world is built on credit.

Please continue to stay focused.

We should have someone call the dealer base on a more regular basis. There are inactive customers that could be fixed and there are referrals we can get if we just take the time to be more in touch.

Get more people on the street to get more commercial accounts.

Keep improving.

My suggestion is to continue to building cool relationship with our customers so they can be more comfortable with the company.

A suggestion that I feel could help us develop the business would be to continue to grow the employees that are here and continue to change with the market so that we are always a step ahead.

Go out there and expand to other horizons. There's lots more business out there.

Create a relationship referral program.

ABC - such fabulous people, such a comfortable work environment. THANK YOU.

I think we should look at bringing on additional vendors. I know the customers have been asking for it.

Keep doing what we are doing.

I really don't have any. I think ABC and it's employees are great. I also think why break something that is not broken? Yes, you can always make it better you have to give to receive.

We need to be more caring about the customers.

Just keep communicating with everyone and keep us up to date.

I don't think I have any right now.

Use the people's strengths in the areas they are best suited for. Don't force tasks on people which they are not suited for. Respect that being forced to do something you find unpleasant does not bring good results to anybody. Sometimes you just can't give someone enough to overcome something they were not born to do-at least well.

Could management stop being so click-ish and get another sales rep to help get more business?

The fish stinks from the head down. Senior management attitudes need to change!

18. I appreciate this survey, it's questions, and it's format.

	Management	Employees	Total Responses		
5 - Strongly Agree	3	50%	11	55%	25
4 - Somewhat Agree	2	33%	8	40%	TOTAL
3 - Undecided/Unsure	1	17%	1	5%	Positive 89%
2 - Somewhat Disagree					Neutral 11%
1 - Strongly Disagree					Negative

- I have suggestions to change the survey in the following way(s).

I think this format gives everyone the opportunity to address any questions and concerns they may have.

Yes, its OK.

Wouldn't change the format of the survey.

I can't really say anything, the survey is really to the point.

No suggestions just keep giving the survey once a year.

Thank you for allowing us to express our views and concerns.

No changes to be made. It's fine.

It was fine.

It allows us to speak our mind.

Changes have been made based on the results we have obtained from this survey.

Yes, I appreciate the survey and the format but why are the questions almost exactly the same from last year?

Perhaps include a spell check option.

I know you would like us to explain every question but sometimes it is just Yes, or No.

At this time I don't know.

The questions are generic . I would like to see these questions mixed with more personal multiple choice questions like, "Are you generally happy at work?" "Do you generally get along with your peers? "If there is something you could change about your company

or manager, what would it be?" I think with more personal questions you would get more honest responses and really get to know what your employees are thinking.

Not sure. In the end we are going to do what is decided by management despite the years of experience one may have.

I would appreciate it if it was taken seriously and positive changes were made.

Overall Response Analysis:

	Management	Employees	Total Responses
5 - Strongly Agree	75%	71%	73%
4 - Somewhat Agree	21%	21%	21%
3 - Undecided/Unsure	4%	5%	4%
2 - Somewhat Disagree		3%	2%
1 - Strongly Disagree		1%	-1% Statistically Insignificant

Total Overall Responses:

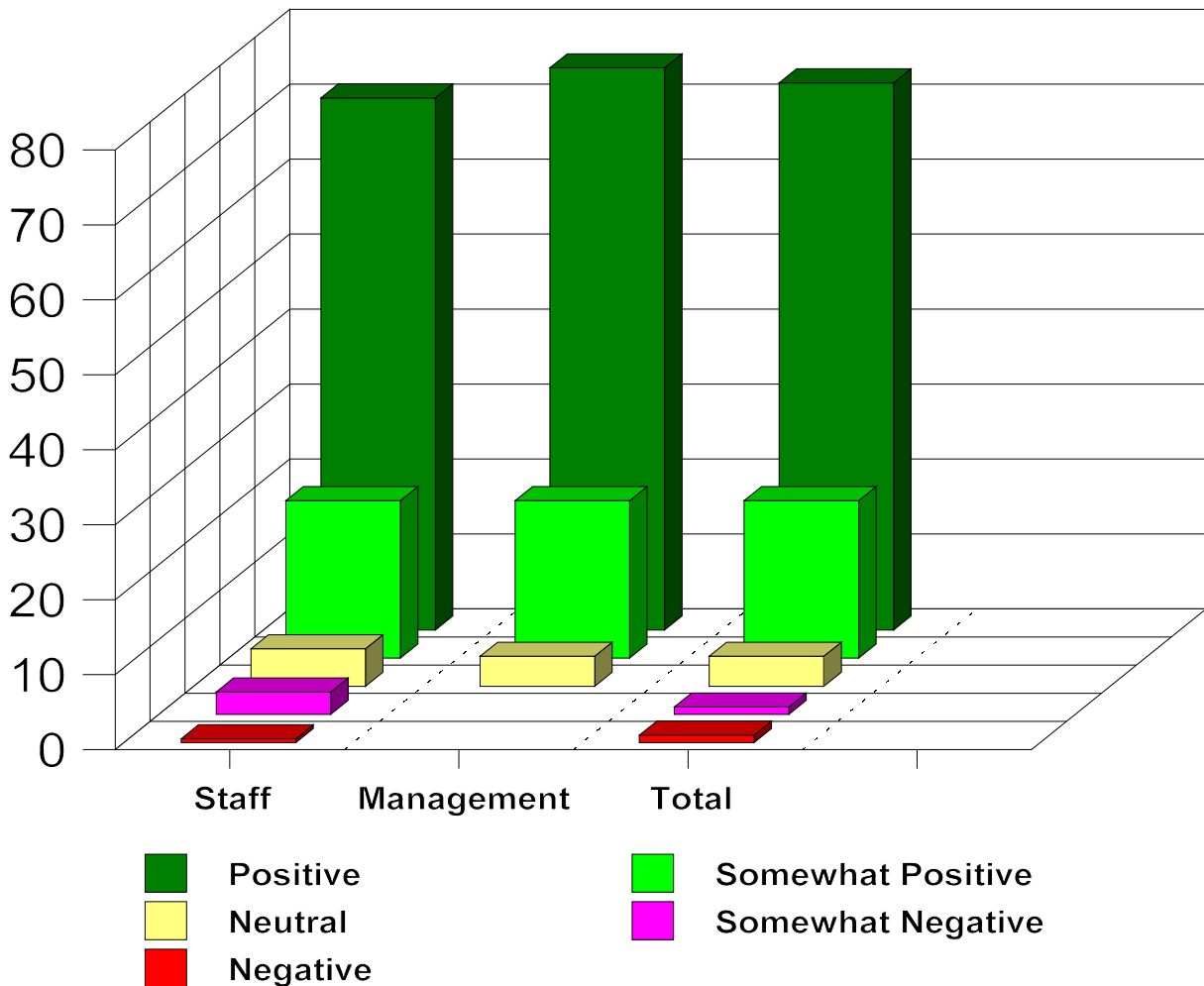
Positive	93%
Neutral	5%
Negative	2%

Analyst Comments

The survey revealed an overwhelmingly positive response to the company, management, Sr. Management and the Organization as a whole.

There is a disparity (in some instances) in responses to the true/false survey and the essay survey selections and the text response .

The True/False survey is more adept at revealing true impressions than other direct response metho JP.



In comparing the essay survey with the True/False version, we find that the staff is at some level conflicted between their opinion of their managers as "people" and their managers as "skilled management."

The close working relationship most employees have with their managers ten JP to elicit positive remarks. Overall the opinion of managers is positive.

There are some issues that should be addressed as follows:

The greatest issue ten JP to revolve around advancement and growth issues. This is not unusual for a company of this size. There are several remedies including increased benefits for length of service and "Assistant Manager" or "Team Leader" status in departments large enough for this.

There is a general opinion that there is a Promotion/Advancement wall at ABC. That can be offset with more personal growth developmental training. Also as the company advances there will always be opportunities although since turnover is so low, these opportunities present themselves seldom. Compensate with benefits.

Employees in general showed a strong ownership and involvement with the organization.

Employees would appreciate a greater role in advance planning and new projects. Perhaps these issues could be discussed with comments and suggestions placed in the suggestion box.

Employees need to learn to communicate in a more professional manner. The term "I feel" is not a professional carrier for new ideas. Ideas should be presented with at least a preliminary cost/benefit analysis.

Managers would benefit from training on how to accept new ideas and how to deflect unworkable ones without discouraging the presenter. This was presented at our last seminar, it just nee JP to be applied.

Some managers are better at being coaches than others. Additional training in this area would be advisable.

Employees are showing signs of stress from the sales centric focus. Perhaps additional "people skills" training and a monthly "relaxer" event like a catered hot lunch with entertainment as a "Thank You" when realistic sales goals are met. This can be served in shifts in the lunchroom (decorated for the occasion).

Compensation issues have basically abated. The greatest issue is time, that is days off, time off, etc. This is something we are seeing in companies of every size. Employees, especially in jobs with little opportunity for advancement

are becoming more "personal life" focused. With new-hires, especially college graduates this is a critical issue and the greatest cause of turnover.

Most companies provide a "Compensation" recap annually. It's actually a good idea to do this quarterly. A sprea JPheet model can make this task very easy. (Advise if you need assistance on this). The recap should include: total salary, ABC contribution to Social Security, ABC contribution to benefit and health plans, bonuses, profit sharing, paid days off including sick days, personal days, vacations, etc. When the total dollar value has been computed Show the actual gross compensation per quarter and the gross compensation per week; this is their actual paycheck. Seeing this amount quarterly will assist in maintaining motivation.

Incentives: A free gas fill-up is a dynamite incentive. Make arrangements with a local gas station and provide a free fill-up certificate as recognition for outstanding performance. Another alternative is a debit card loaded with \$25.00 or \$50.00 that can be used anywhere but advertise it as "You have fueled our progress so we're giving you more gas." This is a fun approach; effective too.

Training Recommendations:

Employees: how to use "Approach and Involvement Techniques" to persuade and influence others (Which, by the way is the behavioral definition of sales).

Managers as sales managers: Coaching for success.

Administration of the new Sales Success Index (SSI) assessment. This measures selling skills both basic and advanced and is effective for developing individual skill levels. This assessment does take 30 to 45 minutes so employees could take it on site or from home.

The new SSI provides an opportunity to rate and rank the sales ability of each person. They could received personal training on just the traits they need to develop. The report can be compiled on a departmental basis and the company as a whole. This is very different from the SFA or AKC and really fits in with the Sales Centric Focus.