



## Employee Benchmark Report - Customer Service Dept.

### Best Companies Group >>>

	Percentage of Positive Responses Customer Service Dept.		Percentage of Positive Responses Customer Service Dept.		Variance of Positive Responses Customer Service Dept.	
	SAMPLE COMPANY	Program Average		SAMPLE COMPANY vs. Program Average		
		All Employers that made the list	All Employers not on the list	SAMPLE COMPANY vs. Employers that made the list	SAMPLE COMPANY vs. Employers not on the list	
<b>LEADERSHIP</b>						
I understand the long-term strategy of this organization	86%	89%	78%	-4%	8%	
I have confidence in the leadership of this organization	43%	90%	79%	-47%	-36%	
The leaders of this organization care about their employees' well being	71%	89%	76%	-18%	-5%	
Senior leaders live the core values of the organization	57%	90%	75%	-32%	-18%	
The leaders of this organization are open to input from employees	43%	88%	76%	-45%	-33%	
<b>Leadership - AVERAGE</b>	<b>60%</b>	<b>89%</b>	<b>77%</b>	<b>-29%</b>	<b>-17%</b>	
<b>CORPORATE CULTURE AND COMMUNICATIONS</b>						
This organization's corporate communications are frequent enough	71%	88%	77%	-17%	-5%	
This organization's corporate communications are detailed enough	43%	86%	76%	-43%	-33%	
This organization effectively communicates its progress towards meeting departmental goals	57%	89%	81%	-32%	-23%	
I have a good understanding of how this organization is doing financially	57%	80%	64%	-23%	-7%	
I can trust what this organization tells me	50%	85%	70%	-35%	-20%	
This organization treats me like a person, not a number	57%	87%	71%	-30%	-14%	
This organization gives me enough recognition for work that is well done	57%	82%	69%	-24%	-11%	
Staffing levels are adequate to provide quality products/services	43%	73%	69%	-31%	-26%	
Quality is a top priority with this organization	43%	90%	77%	-47%	-34%	
Safety is a top priority with this organization	86%	90%	86%	-4%	0%	
I believe there is a spirit of cooperation within this organization	43%	87%	79%	-45%	-36%	
My employer enables a culture of diversity	86%	92%	89%	-6%	-4%	
This organization makes a strong effort to minimize discrimination	86%	91%	85%	-5%	0%	
I like the people I work with at this organization	71%	96%	88%	-24%	-16%	
At this organization, employees have fun at work	67%	85%	73%	-18%	-7%	
I feel I can express my honest opinions without fear of negative consequences	71%	81%	69%	-10%	3%	
Changes that may affect me are communicated to me prior to implementation	43%	77%	70%	-35%	-27%	
<b>Corporate Culture and Communications - AVERAGE</b>	<b>61%</b>	<b>86%</b>	<b>76%</b>	<b>-25%</b>	<b>-15%</b>	
<b>ROLE SATISFACTION</b>						
I like the type of work that I do	86%	91%	82%	-5%	4%	
I am given enough authority to make decisions I need to make	86%	88%	76%	-3%	10%	
I believe my job is secure	71%	85%	73%	-14%	-2%	
Deadlines at this organization are realistic	71%	89%	75%	-17%	-3%	
I feel I am valued in this organization	43%	85%	70%	-42%	-27%	
I feel part of a team working toward a shared goal	57%	90%	81%	-33%	-23%	
I am able to maintain a reasonable balance between work and my personal life	86%	87%	73%	-1%	12%	
My job makes good use of my skills and abilities	86%	90%	77%	4%	9%	
I have a clear understanding of my job role	100%	94%	91%	6%	9%	
I understand the importance of my role to the success of the organization	86%	95%	86%	-9%	-1%	
Most days, I feel I have made progress at work	86%	90%	80%	-4%	6%	
<b>Role Satisfaction - AVERAGE</b>	<b>78%</b>	<b>90%</b>	<b>78%</b>	<b>-12%</b>	<b>-1%</b>	
<b>WORK ENVIRONMENT</b>						
My physical working conditions are good	86%	96%	88%	-10%	-3%	
My general work area is adequately heated/cooled	71%	92%	81%	-21%	-10%	
There is adequate noise control to allow me to focus on my work	86%	87%	81%	-2%	4%	
My workspace has adequate privacy for me to do my job	100%	91%	84%	9%	16%	
I feel physically safe in my work environment	71%	97%	92%	-25%	-21%	
<b>Work Environment - AVERAGE</b>	<b>83%</b>	<b>93%</b>	<b>86%</b>	<b>-10%</b>	<b>-3%</b>	
<b>RELATIONSHIP WITH SUPERVISOR</b>						
My supervisor treats me fairly	71%	93%	90%	-22%	-19%	
My supervisor treats me with respect	71%	95%	92%	-23%	-20%	
My supervisor handles my work-related issues satisfactorily	43%	91%	89%	-48%	-46%	
My supervisor handles my personal issues satisfactorily	71%	93%	89%	-21%	-17%	
My supervisor acknowledges when I do my work well	57%	91%	87%	-34%	-30%	
My supervisor tells me when my work needs improvement	100%	94%	92%	6%	8%	
My supervisor is open to hearing my opinion or feedback	57%	92%	90%	-34%	-32%	
My supervisor wants me to develop to my fullest potential	71%	92%	88%	-20%	-17%	
I feel I can trust what my supervisor tells me	57%	90%	88%	-33%	-31%	
<b>Relationship with Supervisor - AVERAGE</b>	<b>67%</b>	<b>92%</b>	<b>89%</b>	<b>-26%</b>	<b>-23%</b>	
<b>TRAINING, DEVELOPMENT AND RESOURCES</b>						
This organization provided as much initial training as I needed	43%	81%	71%	-38%	-28%	
This organization provides as much ongoing training as I need	43%	84%	75%	-42%	-32%	
This organization provides the technology, equipment and resources I need to do my job well	43%	91%	84%	-48%	-41%	
The computer or other hardware I use to do my job is dependable	43%	89%	73%	-46%	-30%	
The software and program applications I use to do my job are adequate	43%	84%	69%	-41%	-26%	
Technology issues are resolved in a timely manner	43%	86%	66%	-43%	-23%	
Technology issues affecting my work are communicated to me in a timely manner	43%	88%	72%	-45%	-28%	
This organization helps me pursue a career path that aligns with my skills and interests	57%	85%	71%	-28%	-14%	
This organization encourages me to develop professionally and/or acquire new skills	57%	87%	81%	-30%	-24%	
If I do good work, I will be rewarded	57%	77%	71%	-19%	-13%	
<b>Training, Development and Resources - AVERAGE</b>	<b>47%</b>	<b>85%</b>	<b>73%</b>	<b>-38%</b>	<b>-26%</b>	
<b>PAY AND BENEFITS</b>						
My pay is fair for the work I perform	43%	70%	57%	-27%	-15%	
Overall, I'm satisfied with this organization's benefits package	57%	85%	73%	-28%	-16%	
I'm satisfied with the amount of vacation (or Paid Time Off)	86%	84%	63%	2%	23%	
I'm satisfied with the sick leave policy	71%	85%	66%	-13%	5%	
I'm satisfied with the amount of healthcare paid for	71%	79%	71%	-8%	1%	
I'm satisfied with the dental benefits	86%	81%	74%	5%	12%	
I'm satisfied with the vision care benefits	86%	83%	75%	2%	11%	
I'm satisfied with the retirement plan benefits	71%	85%	73%	-14%	-2%	
I'm satisfied with the life insurance benefits	71%	84%	76%	-13%	-5%	
I'm satisfied with the disability benefits	71%	82%	69%	-11%	2%	
I'm satisfied with the tuition reimbursement benefits	33%	72%	68%	-38%	-35%	
<b>Pay and Benefits - AVERAGE</b>	<b>68%</b>	<b>81%</b>	<b>70%</b>	<b>-13%</b>	<b>-2%</b>	
<b>OVERALL ENGAGEMENT</b>						
Overall, I am very satisfied with my employer	57%	93%	82%	-36%	-25%	
Most days, I look forward to going to work	57%	86%	71%	-29%	-14%	
My job provides me with a sense of meaning and purpose	57%	88%	77%	-31%	-20%	
I am proud to work for this organization	43%	92%	83%	-49%	-40%	
I feel this organization has created an environment where I can do my best work	43%	89%	77%	-46%	-34%	
I am willing to give extra effort to help this organization succeed	57%	95%	85%	-38%	-28%	
I plan to continue my career with this organization for at least two more years	86%	90%	81%	-4%	5%	
I would recommend this organization's products/services to a friend	57%	90%	85%	-33%	-28%	
I would recommend working here to a friend	43%	89%	80%	-46%	-37%	
<b>Overall Engagement - AVERAGE</b>	<b>56%</b>	<b>90%</b>	<b>80%</b>	<b>-35%</b>	<b>-25%</b>	
<b>SURVEY AVERAGE</b>	<b>65%</b>	<b>88%</b>	<b>79%</b>	<b>-23%</b>	<b>-14%</b>	

\*Numbers shown represent the percentage of respondents that answered "Agree Somewhat" and "Agree Strongly"