

*Note: the readability of this sample report is of lesser quality due to the redaction process.

SAMPLE: GAMING COMPANY

Employee Engagement Survey Spring 2013



Labor Relations Institute, Inc.
www.LRIOnline.com
800-888-9115

Enclosed in this booklet are the results of your **LRI Employee Engagement Survey**, including our proprietary **Third Party Intervention Factors**, and the **Net Promoter Vulnerability Analysis**.

You will be contacted by our office to set up a **Results Review Conference Call** with you and your staff. Please distribute this document to all who should be on that call. Make sure all call attendees read the following page with tips on how to “read” the report.

During the call we will accomplish the following:

- Explain in detail what each page and chart means.
- Answer all questions related to the data and diagrams.
- Review the options for communicating the survey results to your employees.
- Recommend a procedure for developing Actions Plans based upon the survey results
- Provide materials to facilitate the development and execution of Action Plans.

We are pleased to be a part of helping your company achieve optimum performance, and create and sustain a positive employee environment.

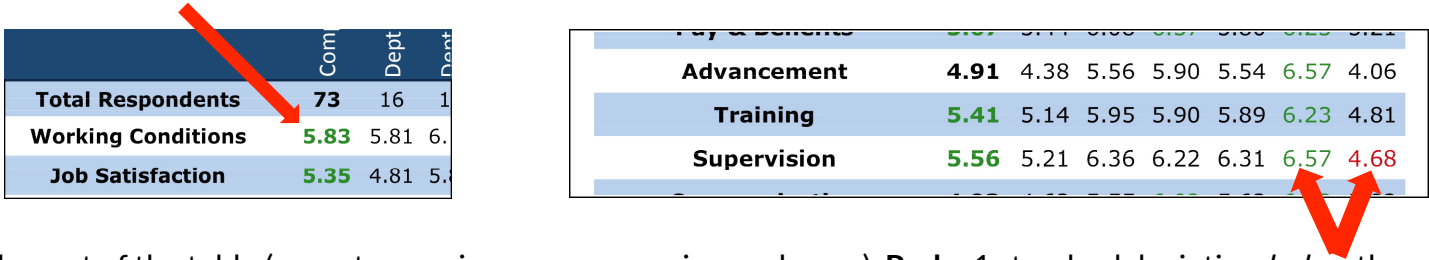
How To Read Your SURVEY RESULTS REPORT

During the survey set up process, demographic categories were determined against which to track responses. There will generally be a separate section in the report for each of those main categories.

Within those report sections, each of the sub-categories will be broken out. Occasionally, you will see sub-categories either combined with other sub-categories, or missing completely. This will occur when the number of responses for that sub-category are less than the minimum required for reporting, generally 6 or more. When sub-categories are not combined, those results are put into the “Non Designated” sub-category.

On the **Category Comparisons By Group** and **Third Party Intervention Factors** charts for each section, you will notice color coding in the table. These codings are derived in two different ways:

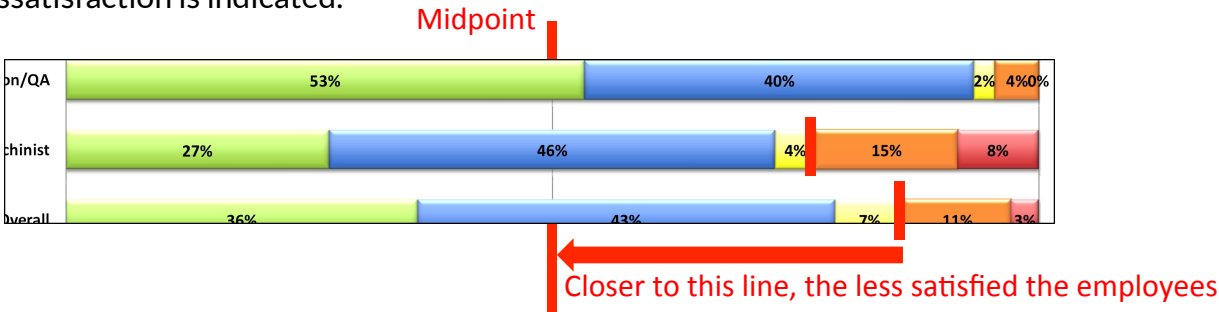
In the left-hand totals column, **Red** = less than 4, **Black** = 4 - 4.99, and **Green** = 5 and above.



In the rest of the table (except any prior-year comparison columns), **Red** = 1 standard deviation *below* the mean for that survey issue, and **Green** = 1 standard deviation *above* the mean for that survey issue.

This allows for seeing the more subtle differences between the sub-groups. Within the body of the table, you may see a number that is on the high side of the scale, but is red. This is not an indication of a problem necessarily, since the actual number indicates satisfaction with that issue. What it does mean is that the group scored significantly less than other groups. Similarly, a number on the low side of the scale that is green would typically indicate that this issue is a significant one to the entire group, but this particular subgroup is in a better position with respect to this issue than the general population.

On the **Employee Engagement Index** charts, the significant demarcation to look for is the line between the yellow and orange color bars. The closer this line approaches or surpasses the 50% point (moving from right to left), the more overall employee dissatisfaction is indicated.



2012

Overall
comparison table

Company Name: Department

View results by any
number of demographic
breakdowns

Category Comparisons by Group

	(Dept. 2012)	(2012)	(2011)	Food & Beverage	Facilities	Finance	Hotel	Marketing	Security	Slots & Slot Maintenance	Surveillance	Table Games	Human Resources	No Group Designation
Total Respondents	974	1009	1079	189	152	56	106	36	49	89	22	255	14	6
Working Conditions	5.64	5.65	5.70	5.37	5.72	5.77	5.63	5.31	5.42	5.83	5.34	5.78	6.38	6.38
Job Satisfaction	5.51	5.51	5.58	5.29	5.58	5.46	5.64	5.01	5.30	5.77	4.78	5.63	6.09	6.07
Company Pride	5.73	5.73	5.76	5.65	5.89	5.77	6.00	5.13	5.42	5.88	5.19	5.66	6.31	6.27
Pay & Benefits	5.23	5.24	5.21	5.40	5.06	5.14	5.05	4.68	5.40	5.51	4.32	5.30	5.59	5.71
Advancement	4.96	4.97	5.05	4.97	5.23	5.10	5.27	4.21	4.27	5.10	5.09	4.79	5.51	5.24
Training	5.12	5.13	5.21	5.01	5.36	4.83	5.49	4.61	4.47	5.42	4.42	5.06	5.92	5.90
Supervision	5.26	5.27	5.40	4.94	5.65	5.15	5.54	5.13	4.86	5.79	5.78	4.98	6.28	6.14
Communication	5.02	5.01	5.08	4.79	5.37	4.90	5.23	4.35	4.39	5.50	4.24	4.97	5.79	6.02
Work Relations	4.88	4.89	4.96	4.73	5.22	4.90	5.05	4.23	4.38	5.14	4.90	4.76	5.62	5.74
Top Management	5.00	5.00	5.07	4.76	5.35	4.94	5.24	4.12	4.43	5.52	4.40	4.93	5.99	6.05
Overall Average	5.24	5.24	5.30	5.09	5.44	5.20	5.41	4.68	4.83	5.55	4.85	5.18	5.95	5.95

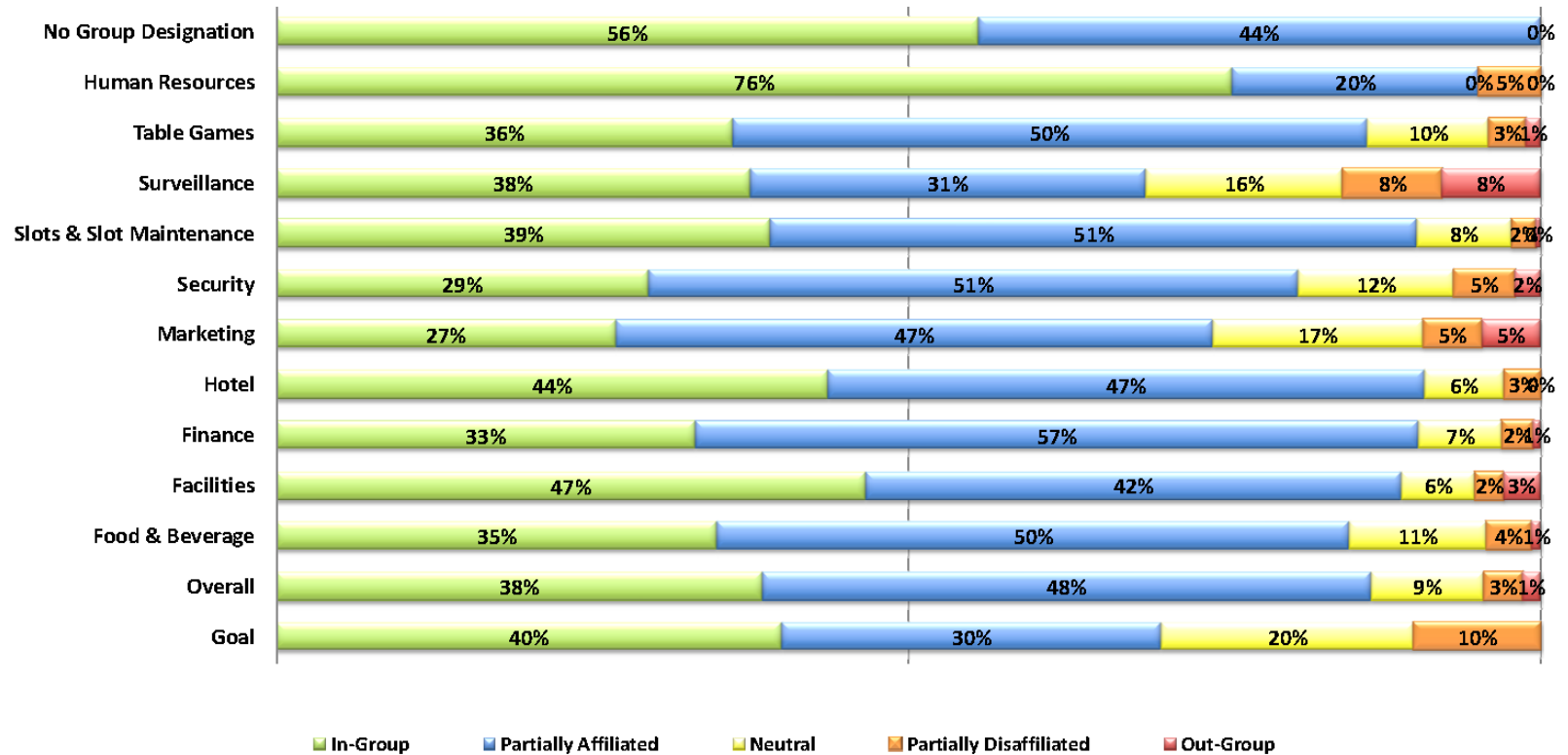
Risk assessment tool, especially viewed via standard deviations

Third Party Intervention Factors by Group

	(Dept. 2012)	Food & Beverage	Facilities	Finance	Hotel	Marketing	Security	Slots & Slot Maintenance	Surveillance	Table Games	Human Resources	No Group Designation
3. I am pr	6.18	6.20	6.13	6.46	6.48	5.69	5.92	6.26	5.86	6.09	6.77	6.67
12. I feel	5.07	4.81	5.31	5.13	5.33	4.33	4.63	5.51	3.64	5.05	6.46	5.83
13. I wou	5.87	5.82	5.95	5.98	6.10	5.19	5.69	5.99	5.38	5.83	6.69	6.50
18. I have	6.03	6.08	6.12	5.91	6.28	6.03	5.49	6.26	4.77	5.99	6.31	6.33
19. The co	4.90	4.94	5.24	4.98	5.15	4.22	4.16	5.19	4.62	4.63	6.08	5.83
20. The m	4.80	4.34	5.24	4.82	4.93	4.09	4.08	5.47	4.48	4.76	6.08	5.50
24. I am p	4.91	5.18	4.49	4.52	4.34	4.08	5.41	5.51	3.18	5.23	5.15	5.33
27. My im	5.30	4.88	5.67	5.20	5.58	5.28	4.90	5.85	6.14	5.02	6.38	6.33
31. I have	5.45	4.91	5.44	5.75	5.50	4.92	4.98	5.93	4.32	5.83	5.79	6.50
33. Our po	5.66	5.54	6.04	5.54	6.03	4.92	5.51	5.85	4.77	5.56	5.57	6.00
37. My im	5.36	4.97	5.70	5.20	5.63	5.22	4.84	5.86	6.00	5.19	6.21	6.17
41. The co	5.98	5.87	6.09	6.14	5.97	5.89	5.98	5.99	6.23	5.96	6.00	6.33
50. My ma	4.54	4.16	5.11	4.71	4.83	3.09	3.73	5.15	4.05	4.45	5.29	6.00
57. My im	5.43	5.02	5.87	5.27	5.59	5.61	5.10	6.05	6.27	5.13	6.57	6.33
70. My ma	4.77	4.43	5.12	4.65	5.04	3.64	4.32	5.39	4.09	4.72	5.79	6.17
by employees.												
Overall Average	5.35	5.14	5.57	5.35	5.52	4.81	4.98	5.75	4.92	5.30	6.08	6.12

Uses our proprietary 3rd Party
Intervention Statements

Employee Engagement Index



A useful way to look
into the detail

10 High/Low Rated Statements

Overall

Overall Score	Statement	Category
6.18	3. I am proud to be an employee here.	Company Pride
6.05	65. This organization has a great future.	Advancement
6.03	18. I have a clear understanding of my job responsibilities.	Communication
6.01	11. My work area is safe and accidents are infrequent.	Working Conditions
5.99	4. The benefits offered here are fair and reasonable when compared to similar jobs at other companies.	Pay & Benefits
5.99	52. If I had to do it over again, I would still go to work here.	Job Satisfaction
5.98	41. The company provides a safe working environment for employees.	Working Conditions
5.91	32. I have no problem keeping up with my workload.	Job Satisfaction
5.91	61. Overall, the working conditions here are good.	Working Conditions
5.90	63. When I tell others about where I work, my comments are always positive.	Company Pride

Overall Score	Statement	Category
4.76	51. When suggestions are made to improve things at work, those suggestions are given careful consideration.	Working Conditions
4.75	23. Morale here is high.	Company Pride
4.68	28. The channels of communication between employees and management are working satisfactorily.	Communication
4.63	59. There is very little friction between co-workers in my department.	Work Relations
4.62	60. I believe management measures performance fairly.	Top Management
4.62	49. Our rules and regulations are uniformly administered.	Work Relations
4.54	50. My management team explains the reasons for their decisions.	Top Management
4.27	69. Everyone here does their fair share of the work assigned to them.	Work Relations
3.86	25. Around here, "what" you know is more important than "who" you know.	Advancement
3.82	5. The most capable employees are always the ones selected for promotions.	Advancement

Again, compare by demographic breakdown

10 High/Low Rated Statements



Food & Beverage

Overall Score	Statement	Category
6.30	4. The benefits offered here are fair and reasonable when compared to similar jobs at other companies.	Pay & Benefits
6.20	3. I am proud to be an employee here.	Company Pride
6.15	65. This organization has a great future.	Advancement
6.08	18. I have a clear understanding of my job responsibilities.	Communication
5.94	52. If I had to do it over again, I would still go to work here.	Job Satisfaction
5.93	53. We have an excellent reputation in the community.	Company Pride
5.87	41. The company provides a safe working environment for employees.	Working Conditions
5.85	10. I understand the strategic direction of the company.	Top Management
5.84	63. When I tell others about where I work, my comments are always positive.	Company Pride
5.82	13. I would recommend the company as a great place to work.	Company Pride

Overall Score	Statement	Category
4.43	70. My management team listens and responds appropriately to issues and ideas raised by employees.	Top Management
4.43	51. When suggestions are made to improve things at work, those suggestions are given careful consideration.	Working Conditions
4.34	20. The management team does what they say they are going to do.	Top Management
4.32	60. I believe management measures performance fairly.	Top Management
4.31	59. There is very little friction between co-workers in my department.	Work Relations
4.31	28. The channels of communication between employees and management are working satisfactorily.	Communication
4.16	50. My management team explains the reasons for their decisions.	Top Management
3.98	5. The most capable employees are always the ones selected for promotions.	Advancement
3.76	25. Around here, "what" you know is more important than "who" you know.	Advancement
3.74	69. Everyone here does their fair share of the work assigned to them.	Work Relations

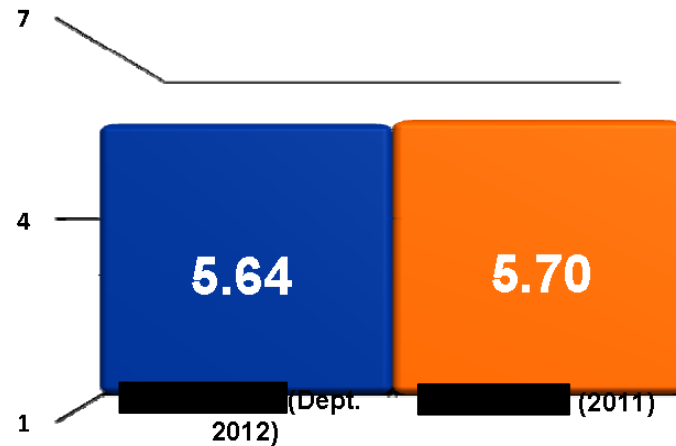
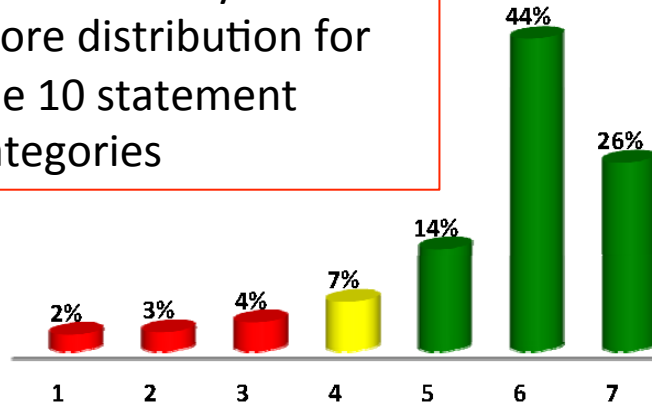
10 High/Low Rated Statements**Facilities**

Overall Score	Statement	Category
6.17	65. This organization has a great future.	Advancement
6.13	3. I am proud to be an employee here.	Company Pride
6.12	18. I have a clear understanding of my job responsibilities.	Communication
6.10	61. Overall, the working conditions here are good.	Working Conditions
6.09	41. The company provides a safe working environment for employees.	Working Conditions
6.09	52. If I had to do it over again, I would still go to work here.	Job Satisfaction
6.05	10. I understand the strategic direction of the company.	Top Management
6.04	33. Our policies and procedures allow me to provide great service to our internal and external guests.	Company Pride
6.04	63. When I tell others about where I work, my comments are always positive.	Company Pride
6.02	43. We have a lot of good people here working hard to make us successful.	Company Pride

Overall Score	Statement	Category
5.01	59. There is very little friction between co-workers in my department.	Work Relations
4.85	60. I believe management measures performance fairly.	Top Management
4.81	45. People here get terminated only for good reasons.	Advancement
4.64	34. I believe the annual raises are equal to, or better than, other area companies.	Pay & Benefits
4.60	44. The way raises are determined here is fair.	Pay & Benefits
4.59	64. Considering the type of work I do, I feel my pay is fair for this area.	Pay & Benefits
4.56	25. Around here, "what" you know is more important than "who" you know.	Advancement
4.49	24. I am paid fairly for the work that I do.	Pay & Benefits
4.47	69. Everyone here does their fair share of the work assigned to them.	Work Relations
4.30	5. The most capable employees are always the ones selected for promotions.	Advancement

Working Conditions

Further clarify the score distribution for the 10 statement categories



High Rated Statements



6.01 11. My work area is safe and accidents are infrequent.



5.98 41. The company provides a safe working environment for employees.

Low Rated Statements

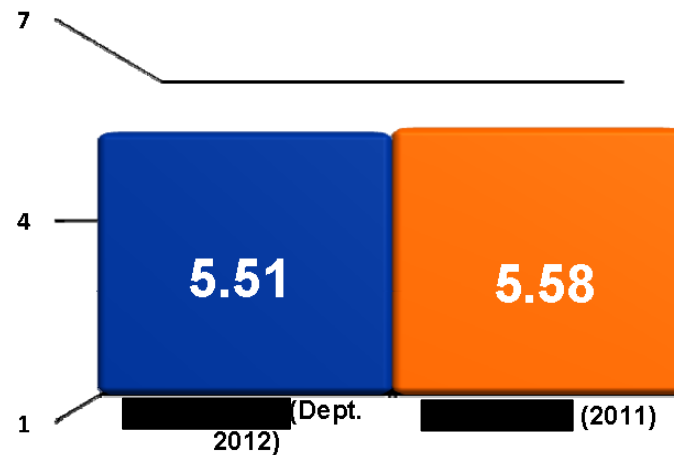
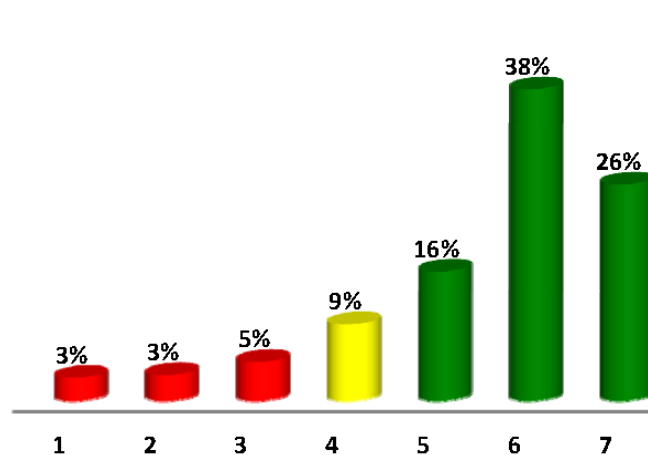


4.76 51. When suggestions are made to improve things at work, those suggestions are given careful consideration.



5.45 31. I have the resources (e.g., equipment, tools, supplies, information) I need to do my job effectively.

Job Satisfaction



High Rated Statements



5.99 52. If I had to do it over again, I would still go to work here.



5.91 32. I have no problem keeping up with my workload.

Low Rated Statements

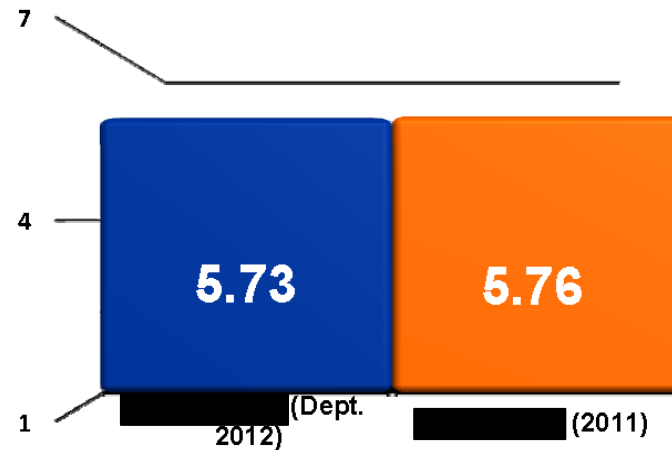
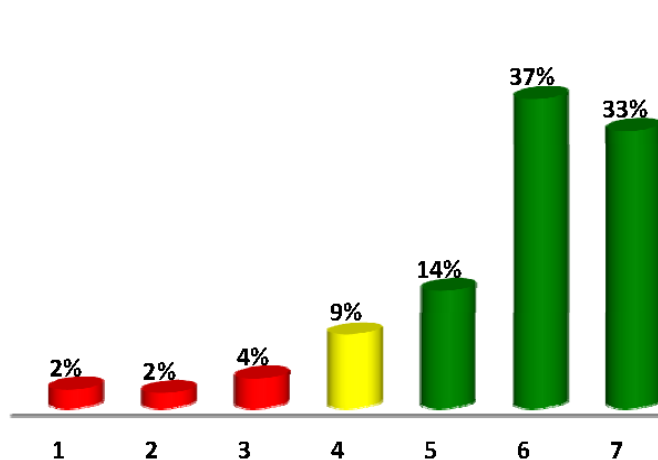


5.07 12. I feel I am valued by the company.



5.15 22. I believe my role is important to the success of our company.

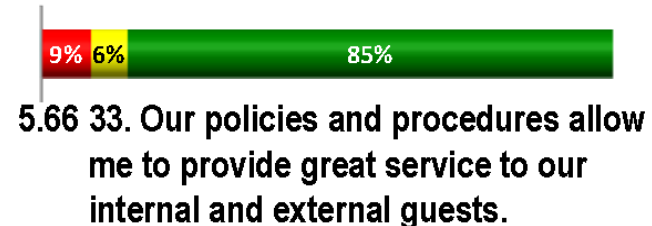
Company Pride



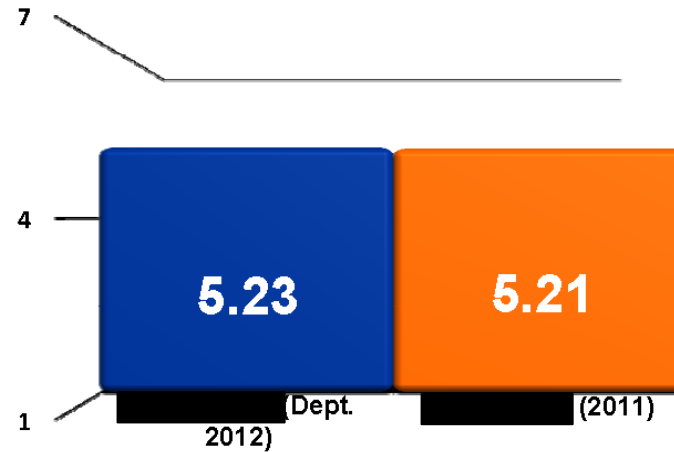
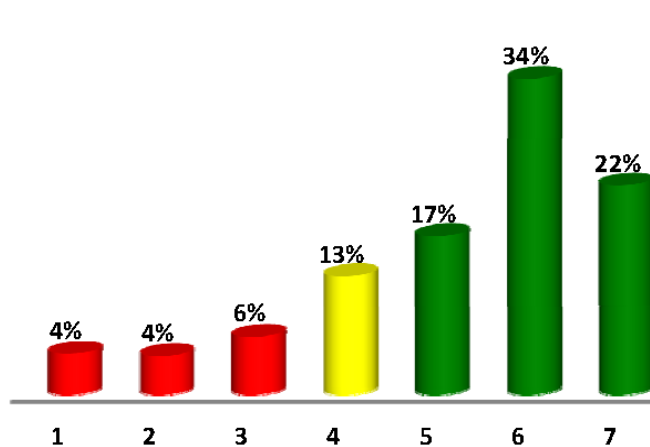
High Rated Statements



Low Rated Statements



Pay and Benefits



High Rated Statements



5.99 4. The benefits offered here are fair and reasonable when compared to similar jobs at other companies.



5.69 14. The benefit plan provides adequate protection for me and my family in case of accident or illness.

Low Rated Statements

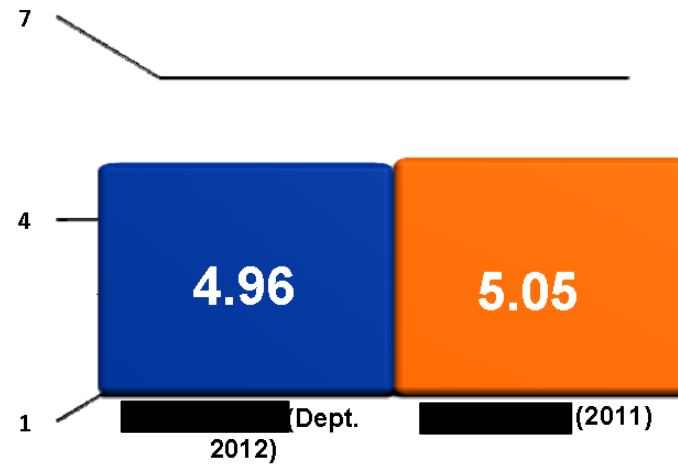
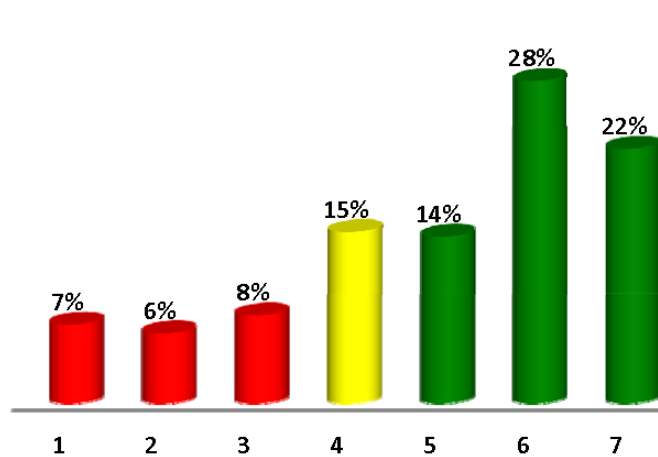


4.81 44. The way raises are determined here is fair.



4.89 34. I believe the annual raises are equal to, or better than, other area companies.

Advancement



High Rated Statements



6.05 65. This organization has a great future.



5.72 55. My plans are to remain here for many years.

Low Rated Statements

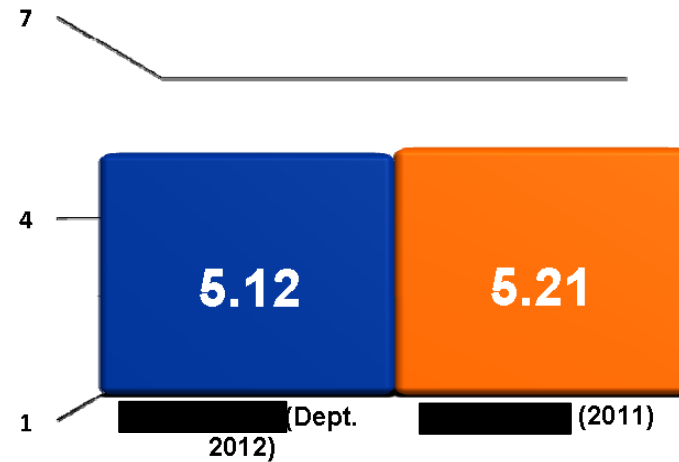
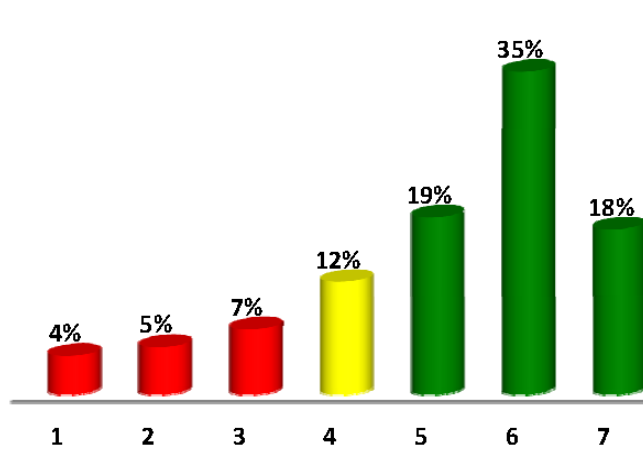


3.82 5. The most capable employees are always the ones selected for promotions.



3.86 25. Around here, "what" you know is more important than "who" you know.

Training



High Rated Statements



5.49 16. I feel I receive the training necessary to keep me productive in my present job.



5.28 6. When assigned work I've never done before, I get the necessary instructions to do a good job.

Low Rated Statements

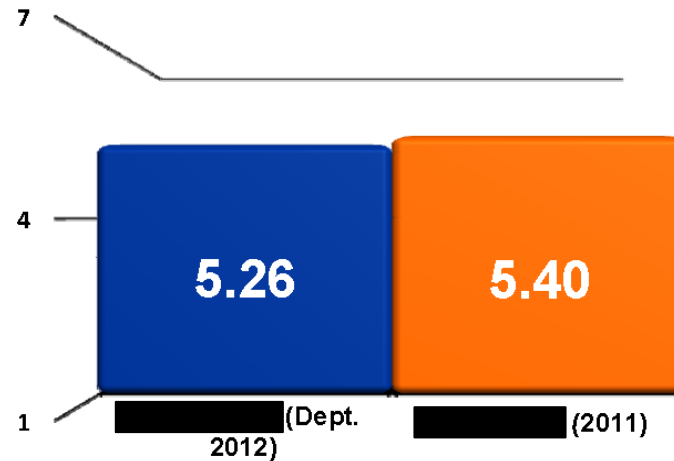
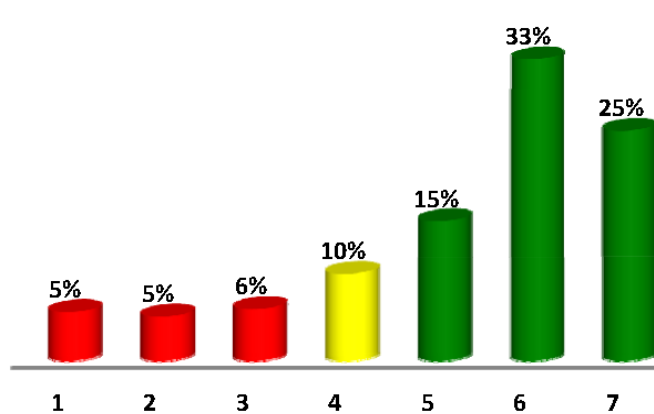


4.79 26. I feel I receive the training necessary to prepare me for advancement.



4.97 66. Everyone here seems to be well trained for their present job.

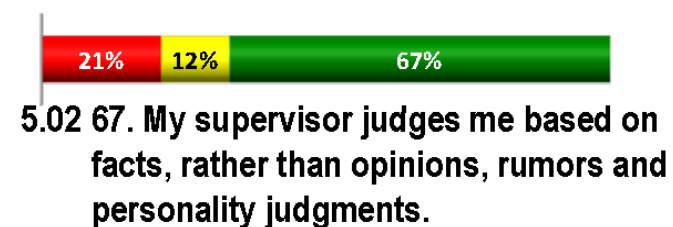
Supervision



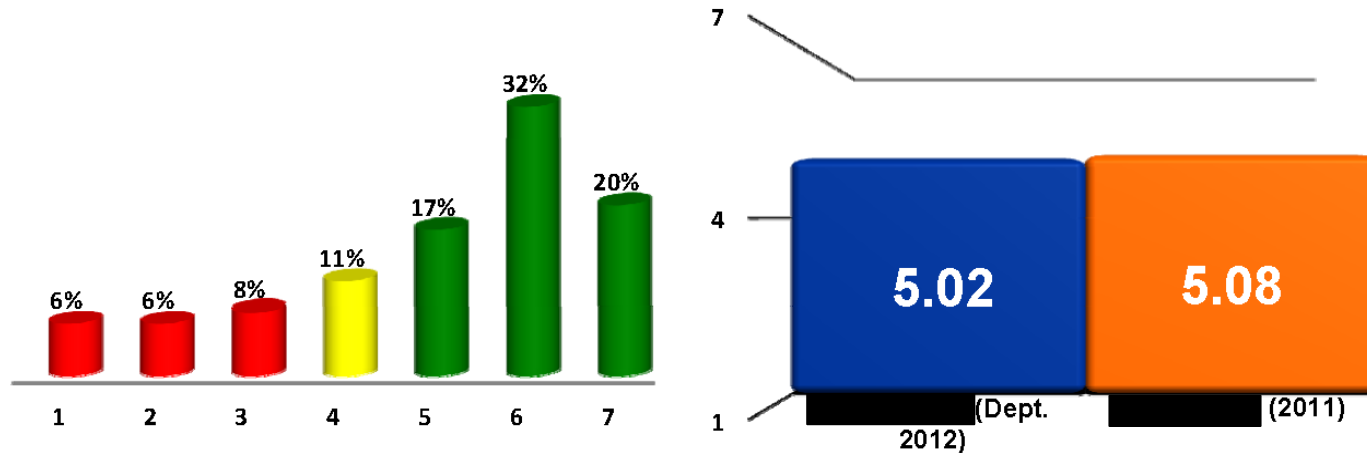
High Rated Statements



Low Rated Statements



Communications



High Rated Statements



6.03 18. I have a clear understanding of my job responsibilities.



4.98 68. When management gives out information, I can always believe it.

Low Rated Statements

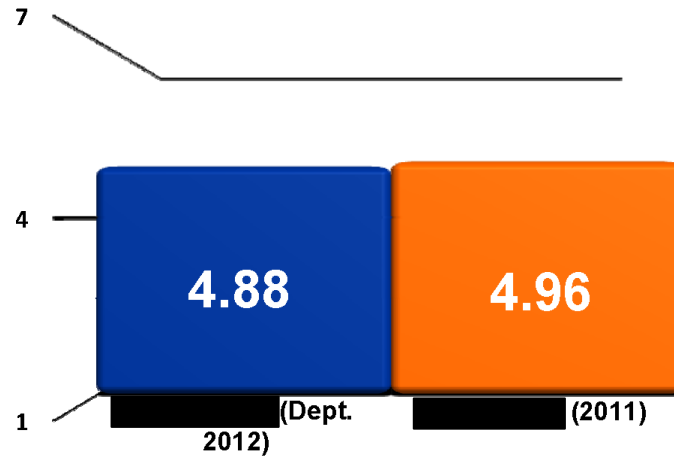
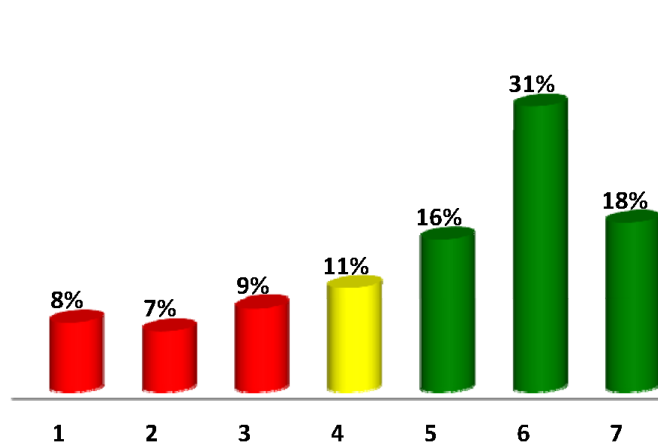


4.68 28. The channels of communication between employees and management are working satisfactorily.



4.77 58. I believe top management at my facility knows what employees think about most major issues.

Work Relations

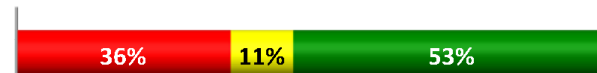


High Rated Statements



5.53 9. The people here are pleasant and cooperative to work with.

Low Rated Statements



4.27 69. Everyone here does their fair share of the work assigned to them.

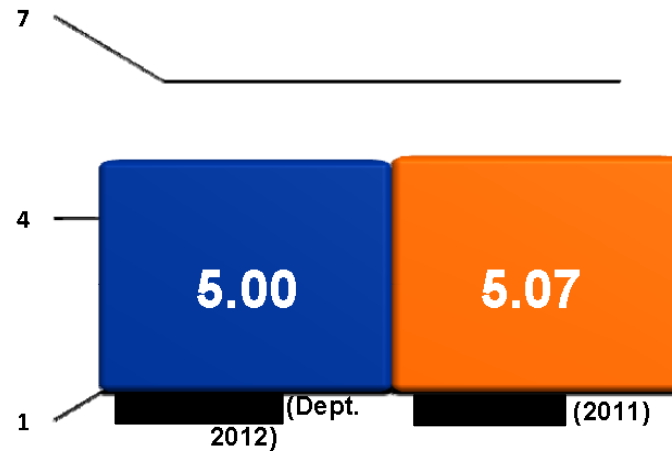
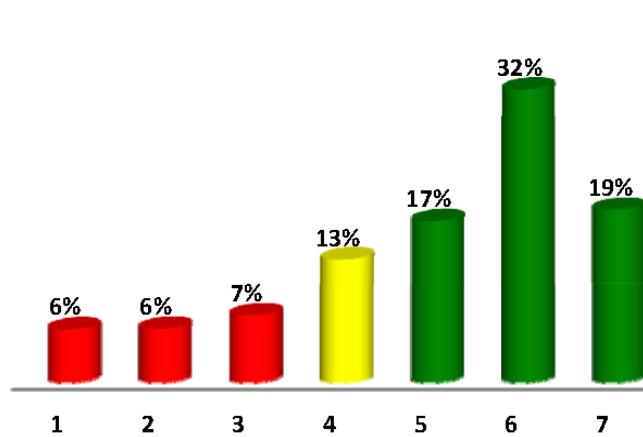


5.19 29. No one here is discriminated against on the basis of race, age, sex.



4.62 49. Our rules and regulations are uniformly administered.

Top Management



High Rated Statements



5.80 10. I understand the strategic direction of the company.



5.34 40. Top management is available to listen to employees.

Low Rated Statements



4.54 50. My management team explains the reasons for their decisions.



4.62 60. I believe management measures performance fairly.

Representative Like Statement	Representative Dislike Statement
I like the people I work with.	Pay.
The benefits are great.	Management.
Training.	Communication.

Department	Likes	Dislikes
Food & Beverage	THE PEOPLE	FAVORITISM
	talk to he guest.	some proplr give hot time at i am work.
	Overall I enjoy just working for the company, and working along side my coworkers.	I feel as if in the food and beverage dept. there is no room for advancement and even when there are positions available, they are already promised to other employees before they are even posted. Another thing I dont like about the job is that though I have turned in several different transfers, I never hear back from the hiring managers, and I do not like the fact that you have to wait 6 months before you are allowed to retake the assessment exams.
	I like the people I work with the benfits are great	not getting at least one holiday off
	I love working with the guests, and my co-workers. I believe we all care about each other.	Sometimes co-workers are corrected by a supervisor in a negitive way within hearing distance of guests and other co-workers. Some co-workers work very hard and good while others do very little.
	The customers are quite friendly and the management team is often helpful.	The constant complaining from co-workers about the lack of tips.
	The folks I work with.	Boring. Very routine.
	Being able to work with the public.	Not having the proper items to do my job correctly.
	the hours-my coworkers-the changes that come with the different days we work-my guests and there feelings towards me-my supervisors are always there to listen no matter what happens big or small	the hard floors-not having enough space for all of our supplies-it's very warm in the bus lobby and I work the kiosk

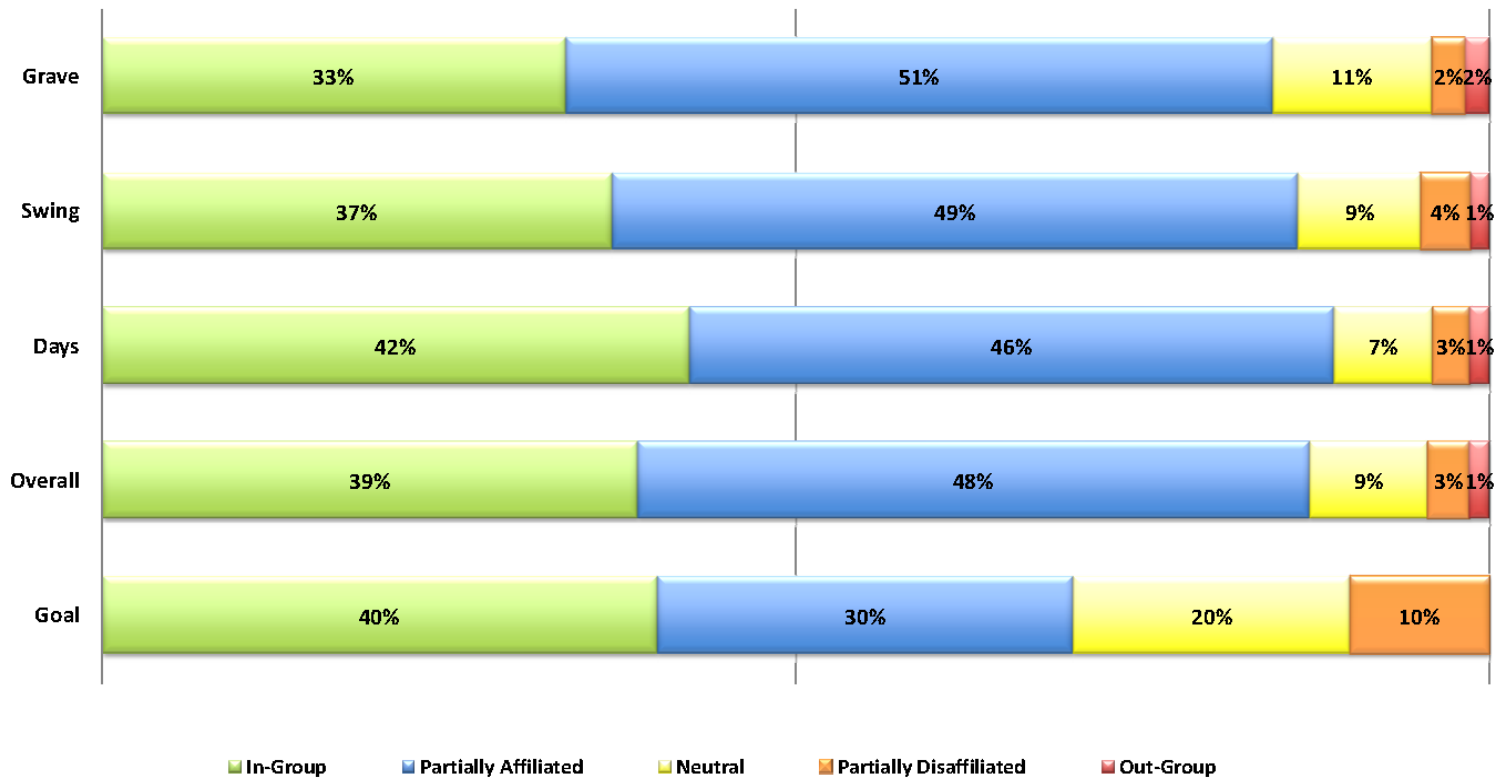
Category Comparisons by Group

	Shift (2012)	Company (2012)	Shift (2011)	Days	Swing	Grave
Total Respondents	936	1009	1079	405	376	155
Working Conditions	5.65	5.65	5.70	5.71	5.64	5.49
Job Satisfaction	5.52	5.51	5.58	5.57	5.51	5.43
Company Pride	5.74	5.73	5.76	5.81	5.71	5.61
Pay & Benefits	5.24	5.24	5.21	5.29	5.27	5.08
Advancement	4.98	4.97	5.05	5.09	4.89	4.90
Training	5.13	5.13	5.21	5.24	5.08	4.98
Supervision	5.27	5.27	5.40	5.35	5.21	5.22
Communication	5.03	5.01	5.08	5.08	5.02	4.95
Work Relations	4.89	4.89	4.96	4.97	4.85	4.80
Top Management	5.02	5.00	5.07	5.13	4.94	4.92
Overall Average	5.25	5.24	5.30	5.33	5.21	5.14

Third Party Intervention Factors by Group

		Shift (2012)	Days	Swing	Grave
3. I am		6.19	6.27	6.18	6.01
12. I fe		5.09	5.27	4.94	5.01
13. I w		5.88	6.01	5.82	5.71
18. I h		6.06	6.03	6.10	6.01
19. The		4.93	5.08	4.79	4.91
20. The		4.82	4.92	4.79	4.64
24. I a		4.94	4.94	5.03	4.69
27. My		5.31	5.44	5.21	5.22
31. I h	to do my	5.45	5.54	5.51	5.08
33. Our	al and	5.68	5.66	5.69	5.68
37. My		5.36	5.44	5.33	5.24
41. The		5.98	6.02	5.99	5.89
50. My		4.56	4.68	4.42	4.59
57. My		5.43	5.52	5.33	5.45
70. My	as raised	4.78	4.91	4.67	4.72
by emp					
Overall Average		5.37	5.45	5.32	5.26

Employee Engagement Index



Category Comparisons by Group

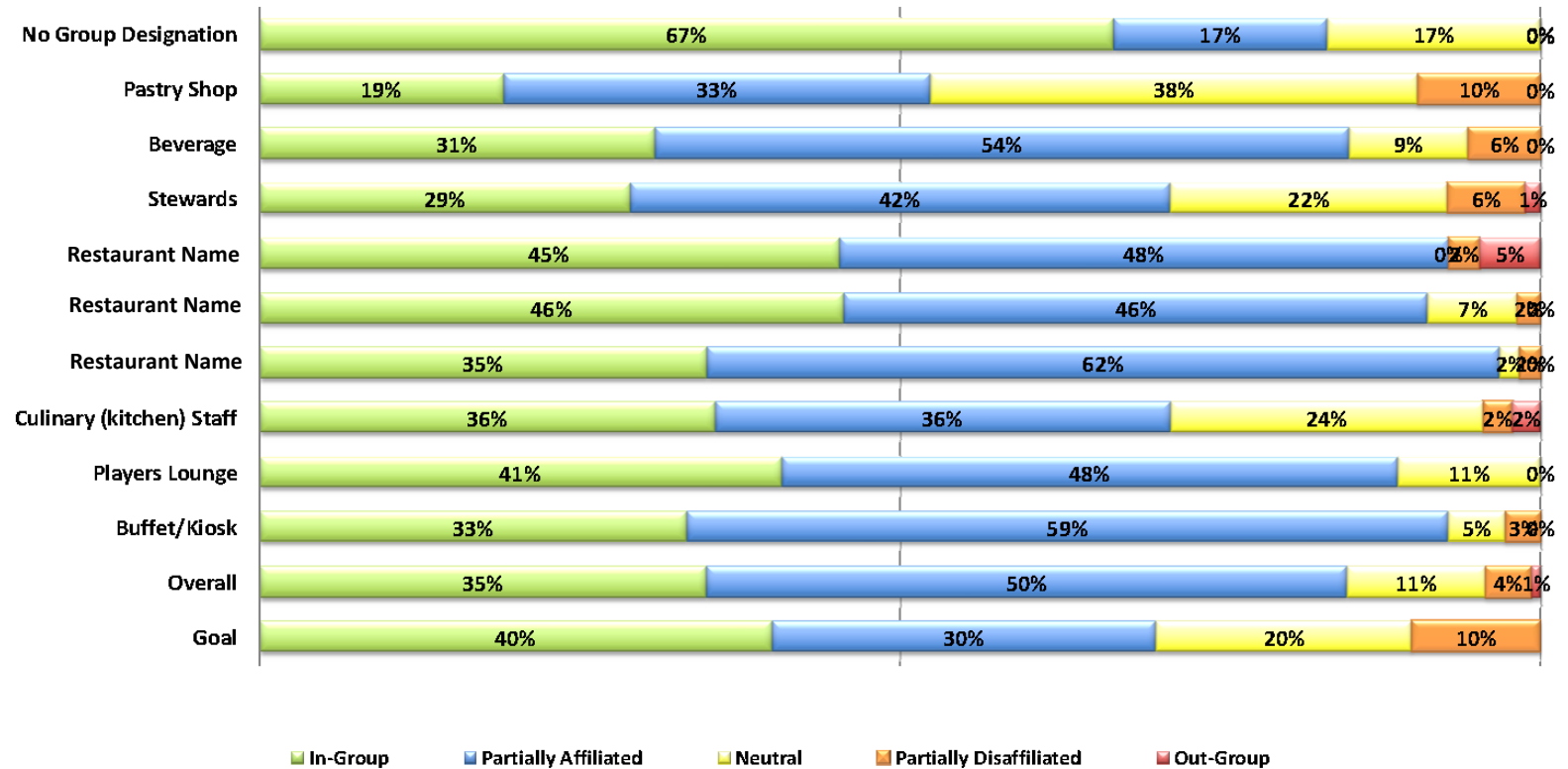
This is a breakdown of a larger demographic segment (sub-department)

	(F&B 2012)	(2012)	Food & Beverage (2011)	Buffet/Kiosk	Players Lounge	Culinary (kitchen) Staff	Timbers	Copper Rock	Willowbrook	Stewards	Beverage	Pastry Shop	No Group Designation
Total Respondents	188	1009	258	37	9	15	21	19	14	28	36	7	2
Working Conditions	5.37	5.65	5.44	5.56	5.56	5.21	5.60	5.61	5.71	4.85	5.46	4.10	5.29
Job Satisfaction	5.29	5.51	5.41	5.40	5.49	4.98	5.44	5.71	5.52	4.89	5.38	4.10	5.43
Company Pride	5.65	5.73	5.64	5.91	5.77	5.49	5.84	6.09	5.93	5.28	5.51	4.27	6.14
Pay & Benefits	5.40	5.24	5.37	5.39	4.94	5.17	5.76	5.82	5.68	5.28	5.37	4.67	4.64
Advancement	4.97	4.97	4.95	5.03	4.57	4.90	5.12	5.46	5.42	4.88	4.82	3.71	5.50
Training	5.01	5.13	5.13	5.12	4.60	4.78	5.15	5.78	5.26	4.73	5.05	3.45	4.14
Supervision	4.94	5.27	5.11	5.22	4.92	5.45	5.25	5.73	5.00	4.68	4.35	3.53	4.43
Communication	4.79	5.01	4.81	5.02	4.59	4.74	5.01	5.59	5.00	4.63	4.37	3.49	4.36
Work Relations	4.73	4.89	4.79	4.81	4.78	4.65	4.88	5.17	5.03	4.48	4.82	2.80	4.64
Top Management	4.76	5.00	4.83	5.00	4.52	4.80	5.00	5.56	4.97	4.51	4.39	3.43	4.43
Overall Average	5.09	5.24	5.15	5.25	4.97	5.02	5.31	5.65	5.35	4.82	4.95	3.76	4.90

Third Party Intervention Factors by Group

		(F&B 2012)	Buffet/Kiosk	Players Lounge	Culinary (kitchen) Staff	Restaurant Name	Restaurant Name	Restaurant Name	Stewards	Beverage	Pastry Shop	No Group Designation
3. I am		6.20	6.41	6.50	5.87	6.29	6.44	6.29	5.71	6.39	5.29	6.50
12. I fe		4.81	5.08	4.44	4.73	5.43	5.26	5.36	4.41	4.36	3.29	6.00
13. I w		5.82	5.92	6.00	5.60	6.14	6.16	5.93	5.50	5.78	4.71	6.50
18. I h		6.08	6.24	5.78	5.73	5.86	6.26	6.14	6.00	6.44	4.71	6.50
19. Th		4.94	5.11	4.33	5.27	5.29	5.32	5.36	4.54	4.86	3.00	6.00
20. Th		4.34	4.94	4.22	4.93	4.57	5.42	4.08	3.96	3.47	3.14	4.00
24. I a		5.18	4.95	4.11	4.87	5.71	5.58	5.50	5.46	5.28	4.29	2.50
27. My		4.88	5.24	4.67	5.27	5.19	5.58	5.14	4.64	4.11	4.00	5.00
31. I h job eff	do my	4.91	5.50	5.44	4.67	5.14	4.79	4.93	3.96	5.33	2.86	5.00
33. Ou extern	and	5.54	5.92	5.88	5.93	5.90	6.21	5.71	5.25	4.77	3.71	6.50
37. My		4.97	5.30	5.11	5.53	5.48	5.79	5.00	4.50	4.36	3.29	4.50
41. Th		5.87	5.95	6.00	5.73	6.14	6.26	6.21	5.41	6.00	4.29	5.00
50. My		4.16	4.38	3.67	4.20	4.43	5.32	4.23	4.22	3.44	3.43	3.00
57. My		5.02	5.19	5.00	5.67	5.48	5.63	4.79	5.00	4.50	3.14	4.50
70. My by em	raised	4.43	4.69	4.22	4.27	4.90	5.11	4.71	4.32	3.81	3.57	4.50
Overall Average		5.14	5.39	5.03	5.22	5.46	5.68	5.29	4.86	4.86	3.78	5.07

Employee Engagement Index



10 High/Low Rated Statements**Overall**

Overall Score	Statement	Category
6.30	4. The benefits offered here are fair and reasonable when compared to similar jobs at other companies.	Pay & Benefits
6.20	3. I am proud to be an employee here.	Company Pride
6.15	65. This organization has a great future.	Advancement
6.08	18. I have a clear understanding of my job responsibilities.	Communication
5.94	52. If I had to do it over again, I would still go to work here.	Job Satisfaction
5.93	53. We have an excellent reputation in the community.	Company Pride
5.87	41. The company provides a safe working environment for employees.	Working Conditions
5.85	10. I understand the strategic direction of the company.	Top Management
5.84	63. When I tell others about where I work, my comments are always positive.	Company Pride
5.82	13. I would recommend the company as a great place to work.	Company Pride

Overall Score	Statement	Category
4.43	70. My management team listens and responds appropriately to issues and ideas raised by employees.	Top Management
4.43	51. When suggestions are made to improve things at work, those suggestions are given careful consideration.	Working Conditions
4.34	20. The management team does what they say they are going to do.	Top Management
4.32	60. I believe management measures performance fairly.	Top Management
4.31	59. There is very little friction between co-workers in my department.	Work Relations
4.31	28. The channels of communication between employees and management are working satisfactorily.	Communication
4.16	50. My management team explains the reasons for their decisions.	Top Management
3.98	5. The most capable employees are always the ones selected for promotions.	Advancement
3.76	25. Around here, "what" you know is more important than "who" you know.	Advancement
3.74	69. Everyone here does their fair share of the work assigned to them.	Work Relations

10 High/Low Rated Statements**Buffet/Kiosk**

Overall Score	Statement	Category
6.41	3. I am proud to be an employee here.	Company Pride
6.30	4. The benefits offered here are fair and reasonable when compared to similar jobs at other companies.	Pay & Benefits
6.27	53. We have an excellent reputation in the community.	Company Pride
6.24	18. I have a clear understanding of my job responsibilities.	Communication
6.24	65. This organization has a great future.	Advancement
6.08	63. When I tell others about where I work, my comments are always positive.	Company Pride
6.05	52. If I had to do it over again, I would still go to work here.	Job Satisfaction
6.00	10. I understand the strategic direction of the company.	Top Management
6.00	61. Overall, the working conditions here are good.	Working Conditions
5.97	32. I have no problem keeping up with my workload.	Job Satisfaction

Overall Score	Statement	Category
4.65	26. I feel I receive the training necessary to prepare me for advancement.	Training
4.64	68. When management gives out information, I can always believe it.	Communication
4.59	51. When suggestions are made to improve things at work, those suggestions are given careful consideration.	Working Conditions
4.57	49. Our rules and regulations are uniformly administered.	Work Relations
4.38	50. My management team explains the reasons for their decisions.	Top Management
4.35	59. There is very little friction between co-workers in my department.	Work Relations
4.29	60. I believe management measures performance fairly.	Top Management
4.14	5. The most capable employees are always the ones selected for promotions.	Advancement
3.95	69. Everyone here does their fair share of the work assigned to them.	Work Relations
3.54	25. Around here, "what" you know is more important than "who" you know.	Advancement