

[Sample Company] 2006 Employee Opinion Survey

Verbatim Comments To Open Ended Question

17. What can [company name] do to improve our level of trust or to resolve the issues addressed in the questions above?

Analysis of Verbatim Comments:

A total of 274 employees responded to question 17. We analyzed the subject of each comment and categorized them into a set of comment codes. Because some respondents wrote comments that addressed more than one subject, there are a total of 363 separate comments made by 274 survey respondents. Below is a summary of our comment analysis. The verbatim comments follow this summary.

Subject	Count	Frequency
Positive Comments:		
Positive comments about [company name].	22	8%
Suggestions about Work Environment:		
Comments about promoting or hiring people, or with dealing with low performing staff . [Company name] promotes people who do not deserve the promotion. Need to hold people accountable for their job responsibilities.	39	14%
Be honest, open, tell the truth. Be fair to employees.	32	12%
Comments about compensation/benefits issues .	16	6%
Be ethical. Act in a way that is consistent with company policies or with the Guiding Principles.	14	5%
Treat people with respect. Trust people to do their jobs.	8	3%

Subject	Count	Frequency
Comments about diversity issues .	4	1%
Ensure that employees who report violations are anonymous .	2	1%
Miscellaneous work environment comments.	18	7%
Suggestions About Communication:		
Listen to employees and act on their feedback. Respond to the input on this survey.	25	9%
Need to improve information dissemination , communicate more.	10	4%
Communication needs to be more timely .	8	3%
General comments about need for more effective communication overall .	5	2%
Need more information about the mission, vision, strategy, and objectives of [company name].	2	1%
Comments About Management:		
Management needs to be more visible .	33	12%
Comments about promoting management , about management not holding people accountable , about management not being held accountable themselves .	16	6%
Management needs to be more ethical . Set example of integrity.	16	6%
Need to follow through on commitments. Walk the talk .	16	6%
Comments about the overall quality of management .	15	5%
Need to improve the communication/people skills of management. Need more effective managers .	11	4%
Management is paid too much , has too many perks and benefits.	7	3%
Need more communication or meetings with managers.	5	2%
Miscellaneous management comments.	15	5%
Miscellaneous Comments		
Miscellaneous comments.	24	9%

Verbatim Comments From Respondents:

Please note: With the exception of minor editing for spelling errors and splitting them into similar topic codes, the comments have been left as they were written by the respondents.

UNIT: The respondent’s functional unit is indicated in one of the columns to the right.

JOB LEVEL: For the job level category, we combined all managers (senior management and general manager, manager supervisor, director) into one category called “management” in order to protect the respondents’ anonymity.

ORIGINAL ID #: This number refers to the original identification number of the comment. In categorizing these comments into separate subjects, some comments were split apart into several different subjects. The “Original ID #” is intended to serve as a reference tool in the event the reader of this report wants to see the original wording of a respondent’s comment, before it was split into multiple subjects. A separate document is included with the report that contains the original comments, before they were coded.

	Comment	Unit	Job Level	Original ID #
Positive Comments:				
1.	[company name] does good as is.	Operations	Hourly	46
2.	Continue current practices.	Operations	Salaried, non-mgt	57
3.	Continue on the same track you are on right now!	Support	Salaried, non-mgt	58
4.	Continue regular communication	Generation	Management	59
5.	I believe the level of trust is an all time high since [name] retired.	Generation	Hourly	109
6.	I feel senior management is better than it has been in a long time.	Support	Hourly	114
7.	I feel that [company name] senior management has greatly improved in guiding principles and honesty.	Support	Hourly	115
8.	I feel they are doing the job very well.	Operations	Hourly	116
9.	I think [company name] does a good job with trust in our employees.	Operations	Hourly	117
10.	I trust management of today, but did not trust management of a year ago.	Support	Salaried, non-mgt	126
11.	I’m sorry to say that 5 -6 years of untrustworthy upper level managers cannot be overturned in one year. Give it some time then we will know for sure. I’d say things are looking up for now. “Walk the Talk” remember that phrase from some not so trustworthy individuals.	Operations	Management	127
12.	Just keep doing what it's doing now.	No response	Hourly	143
13.	Keep doing what you are doing - ANYTHING is better than what we had. It will just take time to earn the trust and full respect of the employees after the previous CEO.	Support	Salaried, non-mgt	145