

Insights West

Employee Satisfaction AB (August 1, 2013)

Next, we'd like to understand how satisfied you are with your current employer. How would you rate your satisfaction or dissatisfaction with each of the following?

Base: Those who answered the question (n=varies)		Total	Age			Plan to Leave		Overall Employer Rating			Personal Income		
			18-34	35-54	55+	No Plan to Leave	May Leave	1-6	7-8	9-10	<\$40k	\$40-<\$70k	\$70k+
Physical work environment	Very satisfied	31%	34%	27%	33%	44%	20%	9%	28%	59%	33%	27%	35%
	Total satisfied	80%	84%	79%	75%	90%	72%	57%	87%	90%	80%	80%	81%
Wages or salary	Very satisfied	26%	30%	22%	28%	39%	15%	11%	21%	50%	18%	28%	29%
	Total satisfied	69%	70%	69%	67%	81%	59%	57%	73%	87%	54%	73%	71%
Benefits	Very satisfied	32%	32%	33%	32%	47%	20%	13%	25%	65%	26%	30%	38%
	Total satisfied	75%	79%	73%	72%	86%	66%	57%	78%	91%	62%	76%	81%
Vacation time	Very satisfied	38%	38%	34%	49%	53%	25%	15%	36%	64%	34%	38%	43%
	Total satisfied	80%	81%	79%	84%	89%	73%	57%	83%	96%	76%	82%	79%
Job security	Very satisfied	41%	42%	40%	42%	60%	25%	14%	35%	80%	42%	42%	43%
	Total satisfied	83%	82%	86%	78%	92%	75%	57%	90%	97%	78%	84%	86%
Staff morale	Very satisfied	25%	32%	22%	20%	36%	15%	6%	18%	59%	31%	23%	25%
	Total satisfied	66%	71%	64%	59%	79%	54%	57%	68%	93%	68%	62%	70%
Working relationship with supervisor	Very satisfied	44%	47%	41%	45%	60%	31%	21%	39%	77%	47%	39%	48%
	Total satisfied	84%	90%	80%	80%	93%	76%	57%	89%	96%	86%	83%	85%
Working relationship with colleagues	Very satisfied	43%	46%	39%	47%	55%	33%	22%	39%	71%	37%	44%	43%
	Total satisfied	91%	91%	90%	92%	94%	88%	57%	93%	95%	89%	92%	89%
Communications from senior management	Very satisfied	19%	19%	18%	19%	28%	11%	2%	14%	46%	20%	19%	16%
	Total satisfied	64%	70%	60%	59%	81%	48%	57%	69%	88%	62%	60%	69%
Training and learning opportunities	Very satisfied	27%	32%	23%	27%	37%	19%	7%	22%	57%	25%	25%	31%
	Total satisfied	69%	75%	65%	68%	85%	56%	57%	77%	90%	68%	64%	73%
Opportunities for advancement	Very satisfied	23%	27%	21%	19%	36%	12%	7%	17%	51%	21%	20%	26%
	Total satisfied	58%	63%	53%	58%	79%	40%	57%	61%	84%	56%	54%	63%
Work/life balance	Very satisfied	35%	38%	33%	37%	48%	25%	14%	31%	66%	35%	33%	41%
	Total satisfied	77%	82%	72%	78%	89%	67%	57%	82%	87%	76%	79%	76%
Stress level	Very satisfied	21%	24%	20%	19%	32%	12%	8%	13%	50%	26%	17%	26%
	Total satisfied	65%	72%	60%	61%	83%	50%	57%	68%	86%	61%	63%	69%
Company processes and procedures as they impact you	Very satisfied	19%	24%	15%	16%	28%	10%	6%	9%	51%	15%	17%	21%
	Total satisfied	64%	72%	57%	62%	83%	47%	57%	68%	92%	66%	59%	67%

Next, we'd like to understand how satisfied you are with your current employer. How would you rate your satisfaction or dissatisfaction with each of the following? (Total satisfied)

Base: Those who answered the question	AB	BC
Physical work environment	80%	78%
Wages or salary	69%	62%
Benefits	75%	71%
Vacation time	80%	76%
Job security	83%	74%
Staff morale	66%	60%
Working relationship with supervisor	84%	78%
Working relationship with colleagues	91%	88%
Communications from senior management	64%	58%
Training and learning opportunities	69%	66%
Opportunities for advancement	58%	54%
Work/life balance	77%	72%
Stress level	65%	56%
Company processes and procedures as they impact you	64%	57%

How much do you agree or disagree with the following statements about your current job and employer?

	Total	Age			Plan to Leave		Overall Employer Rating			Personal Income			
		18-34	35-54	55+	No Plan to Leave	May Leave	1-6	7-8	9-10	<\$40k	\$40-<\$70k	\$70k+	
	Base: Total	593	226	267	100	258	317	160	281	152	118	214	198
	Unweighted Base:	522	128	238	156	233	273	148	247	127	124	185	152
I understand how my role contributes to the company goals	Agree strongly	52%	50%	50%	63%	68%	39%	24%	52%	82%	54%	50%	54%
	Total agree	91%	94%	88%	93%	99%	85%	80%	94%	99%	94%	92%	90%
I am committed to the success of my organization	Agree strongly	56%	55%	55%	61%	74%	41%	29%	55%	87%	56%	58%	57%
	Total agree	94%	95%	94%	94%	100%	90%	85%	97%	98%	96%	94%	94%
I understand what is required of me	Agree strongly	59%	55%	57%	73%	72%	48%	37%	58%	83%	61%	58%	56%
	Total agree	94%	94%	93%	96%	99%	90%	90%	94%	98%	96%	93%	92%
My skill set is used effectively	Agree strongly	41%	40%	38%	50%	58%	27%	18%	38%	70%	37%	40%	41%
	Total agree	80%	83%	76%	82%	95%	67%	59%	84%	93%	80%	77%	80%
I have enough freedom to make decisions	Agree strongly	36%	39%	34%	37%	48%	26%	12%	38%	60%	29%	32%	45%
	Total agree	78%	79%	76%	81%	89%	69%	54%	84%	92%	72%	74%	85%
I am rewarded for doing a good job	Agree strongly	28%	34%	25%	22%	42%	16%	9%	23%	57%	22%	30%	30%
	Total agree	68%	73%	66%	65%	86%	54%	35%	74%	92%	64%	68%	72%
I am encouraged to offer my opinions and ideas	Agree strongly	41%	42%	41%	40%	56%	30%	12%	39%	77%	37%	42%	44%
	Total agree	82%	84%	80%	80%	91%	74%	60%	86%	96%	75%	80%	89%
I love the work that I do	Agree strongly	43%	39%	42%	53%	58%	30%	19%	38%	76%	44%	42%	45%
	Total agree	85%	84%	83%	95%	96%	76%	68%	89%	97%	84%	85%	87%

How much do you agree or disagree with the following statements about your current job and employer?

	Total	Age			Plan to Leave		Overall Employer Rating			Personal Income		
		18-34	35-54	55+	No Plan to Leave	May Leave	1-6	7-8	9-10	<\$40k	\$40-<\$70k	\$70k+
Base: Total	593	226	267	100	258	317	160	281	152	118	214	198
Unweighted Base:	522	128	238	156	233	273	148	247	127	124	185	152
10 - Excellent	10%	10%	8%	17%	18%	3%	-	-	40%	14%	6%	11%
9	15%	18%	15%	11%	23%	10%	-	-	60%	13%	16%	16%
8	25%	25%	26%	22%	32%	19%	-	52%	-	20%	28%	27%
7	23%	23%	24%	19%	17%	27%	-	48%	-	20%	25%	22%
6	11%	14%	11%	7%	6%	16%	42%	-	-	17%	10%	13%
5	7%	5%	7%	10%	2%	11%	25%	-	-	4%	8%	5%
4	3%	3%	3%	3%	1%	5%	11%	-	-	7%	1%	3%
3	3%	1%	3%	7%	1%	5%	12%	-	-	4%	2%	3%
2	1%	1%	1%	1%	0%	2%	5%	-	-	-	2%	1%
1 - Poor	2%	1%	2%	2%	-	2%	6%	-	-	1%	1%	0%
Net - Top 3	50%	53%	49%	49%	73%	32%	-	52%	100%	47%	49%	54%
Net - Mid	44%	44%	45%	40%	26%	59%	78%	48%	-	48%	45%	42%
Net - Bottom 3	6%	3%	7%	11%	2%	9%	22%	-	-	5%	6%	5%
Mean	7.2	7.5	7.1	7.1	8.1	6.5	4.7	7.5	9.4	7.2	7.2	7.4

Which of the following best describes what you think about your current job?

	Total	Age			Plan to Leave		Overall Employer Rating			Personal Income		
		18-34	35-54	55+	No Plan to Leave	May Leave	1-6	7-8	9-10	<\$40k	\$40-<\$70k	\$70k+
Base: Total	593	226	267	100	258	317	160	281	152	118	214	198
Unweighted Base:	522	128	238	156	233	273	148	247	127	124	185	152
I have no plans to leave	44%	45%	39%	54%	100%	-	16%	46%	69%	46%	45%	43%
I'm not actively looking, but I would consider a new opportunity if it came up	44%	41%	51%	34%	-	82%	58%	47%	23%	37%	43%	48%
I'm actively looking for a new job	9%	10%	10%	8%	-	18%	24%	4%	5%	16%	9%	7%
Don't know	3%	5%	1%	4%	-	-	2%	4%	3%	2%	3%	2%
NET: Would consider change	54%	51%	60%	42%	-	100%	82%	51%	28%	53%	52%	55%