

Measuring Engagement

September 18, 2012

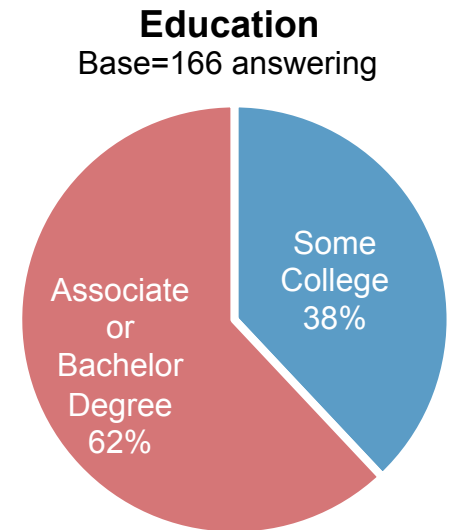
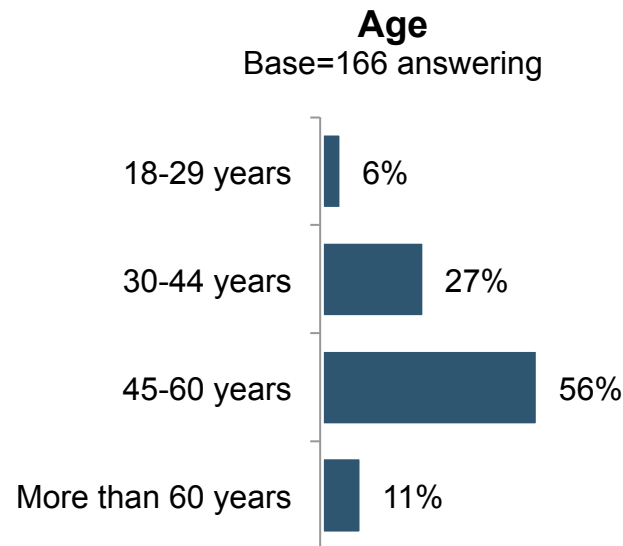
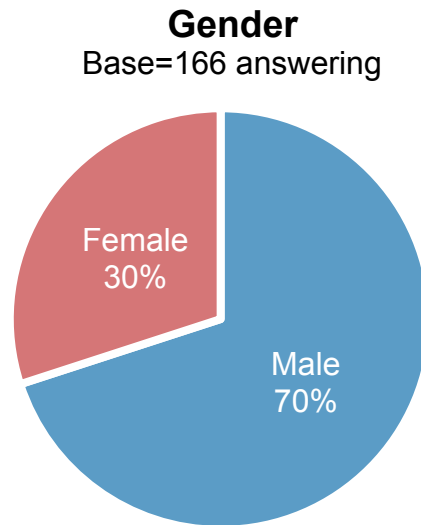
Methodology and Respondent Profile

Methodology

- A total of 193 online interviews were conducted via Google primary research survey tool
- Surveys were completed between September 5 – 6, 2012
- The primary content of the survey related to the number of direct reports the managers have within the organization as well as an evaluation of the respondents' own management skills (captured through a Likert scale rating).
- In some cases, sample sizes can be extremely small and are noted. Caution should be used when interpreting these results.

Respondent Profile

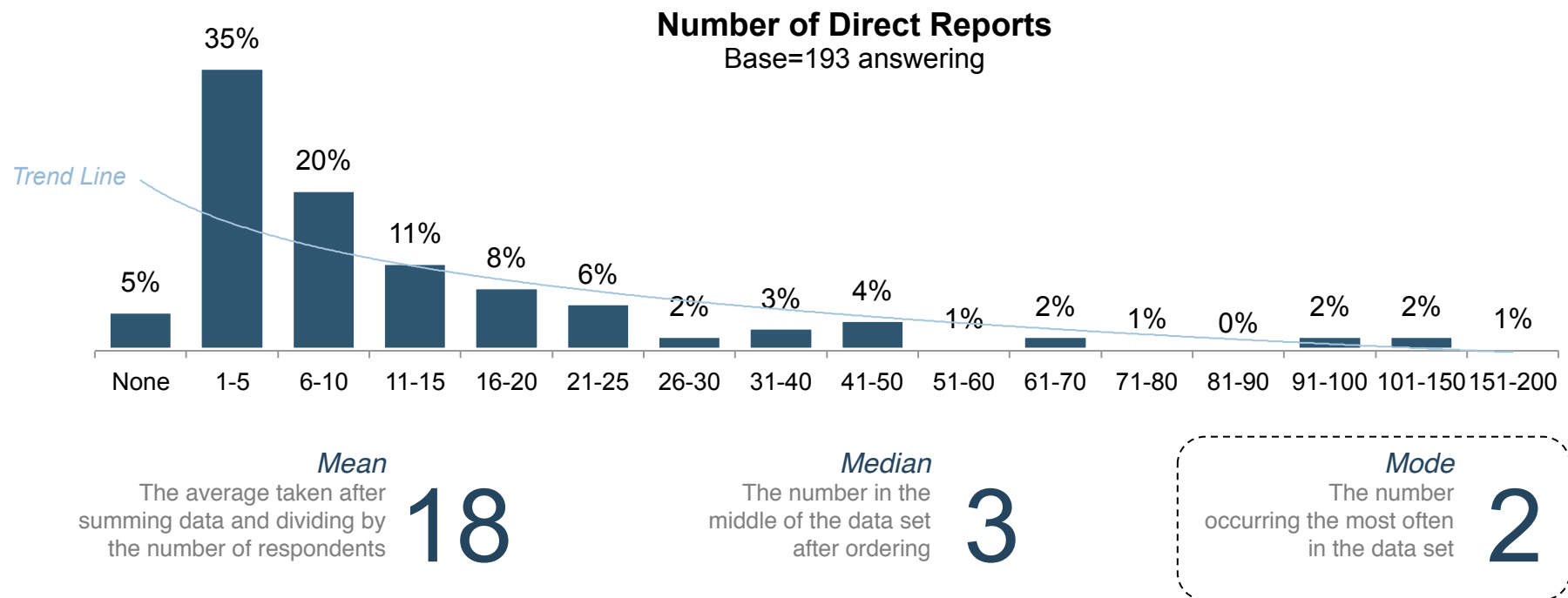
- The majority of participating respondents are males that have earned an associate or bachelors degree. More than half are between ages 45-60.



Detailed Findings
Staff Count and
Management Evaluation

Number of Direct Reports

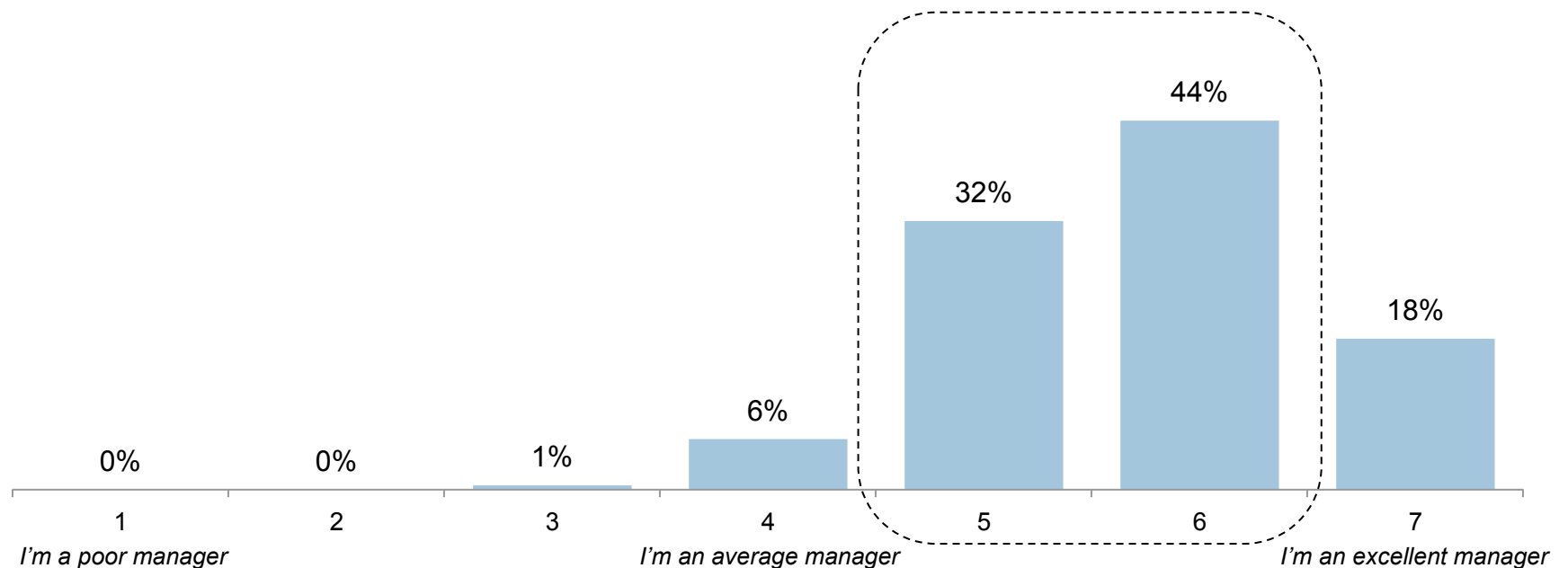
- The majority of respondents report having between one and ten people that report to them. However, since there are some respondents that mention having as many as 200, the mean is driven up to an average of 18 direct reports across all respondents. By calculating the mode, the data is reconciled so that we observe that most specifically mention having 2 direct reports.



Note: Numbers may not add to 100% due to rounding

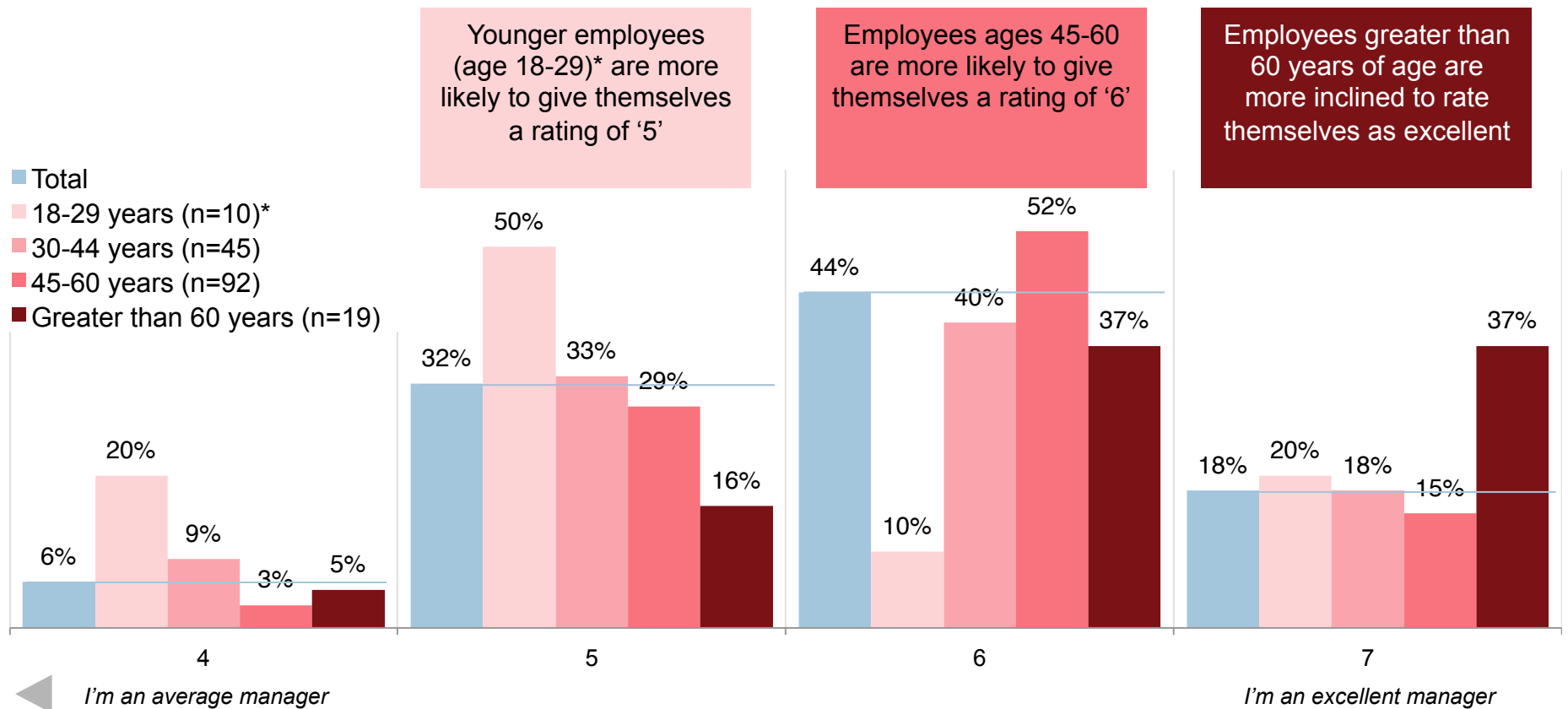
Self Evaluation as a Manager

- Most respondents feel they are a good manager, although not necessarily “excellent” as just over three-fourths (76%) of respondents give themselves either a ‘5’ or a ‘6’ on a seven-point scale.



Self Evaluation as a Manager by Age

- A predictive relationship can be observed between age and personal management performance as older employees have a more positive self-image

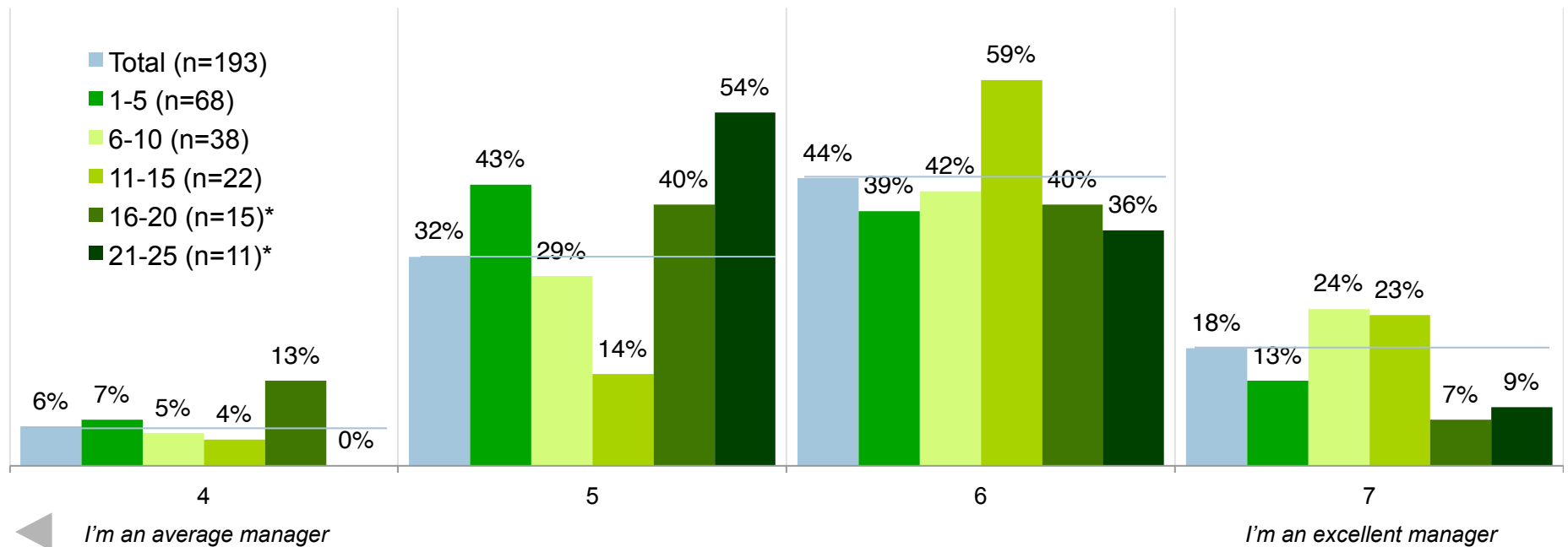


Among 166 answering age question
 *Caution: extremely small base size
 Note: Numbers may not add to 100% due to rounding

Ratings 3 or less not shown due to small sample size

Self Evaluation as a Manager by Number of Direct Reports

- There is more variability between personal management performance and the number of direct reports, however. It seems that those with 11-15 direct reports are more inclined to rate themselves as a '6' or '7' and other sized groups more likely to give a '5' (or in the case of the 16-20 group possibly a '4')



Ratings 3 or less not shown due to small sample size and employee groups greater than 26 direct reports not shown for the same reason

*Caution: extremely small base size

Note: Numbers may not add to 100% due to rounding