

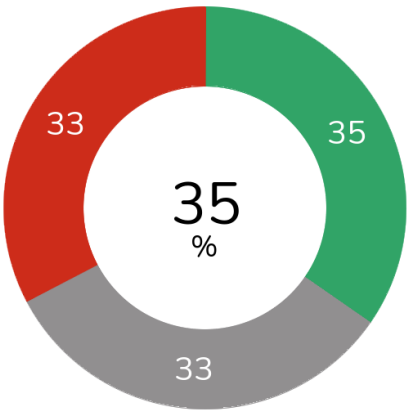
EMPLOYEE SURVEY - SAMPLE QUESTIONNAIRE

Sales - corporations

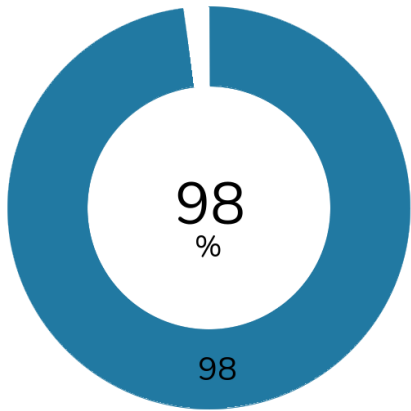


SUMMARY

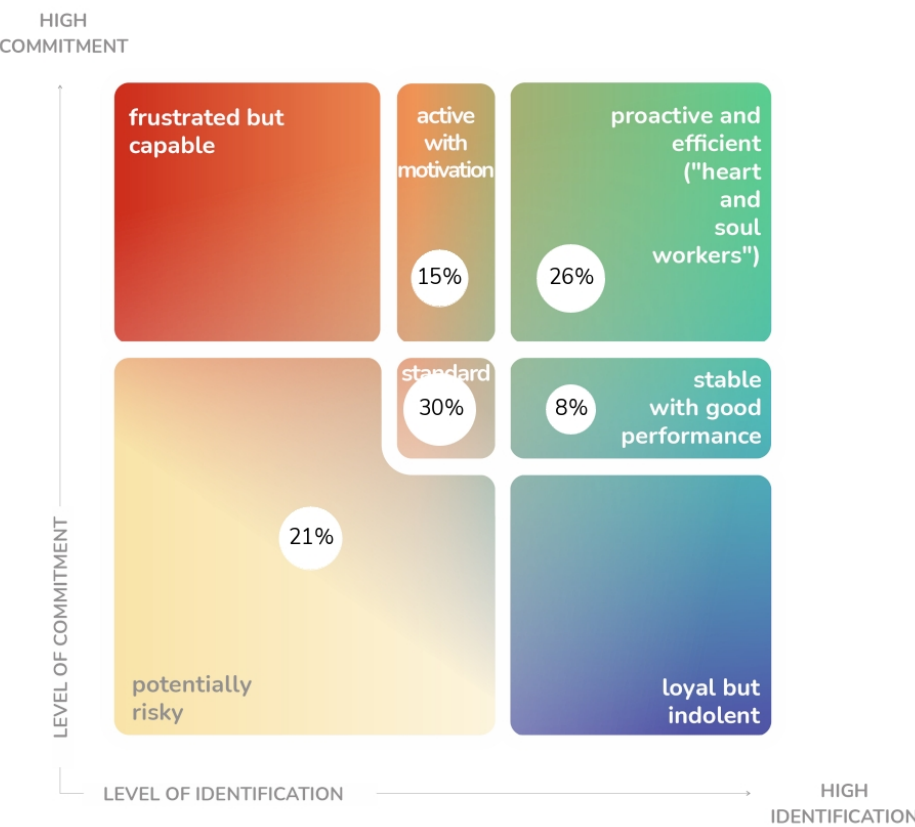
SATISFACTION



RETURN RATE



54 respondents



STRONGEST IMPACT ON IDENTIFICATION

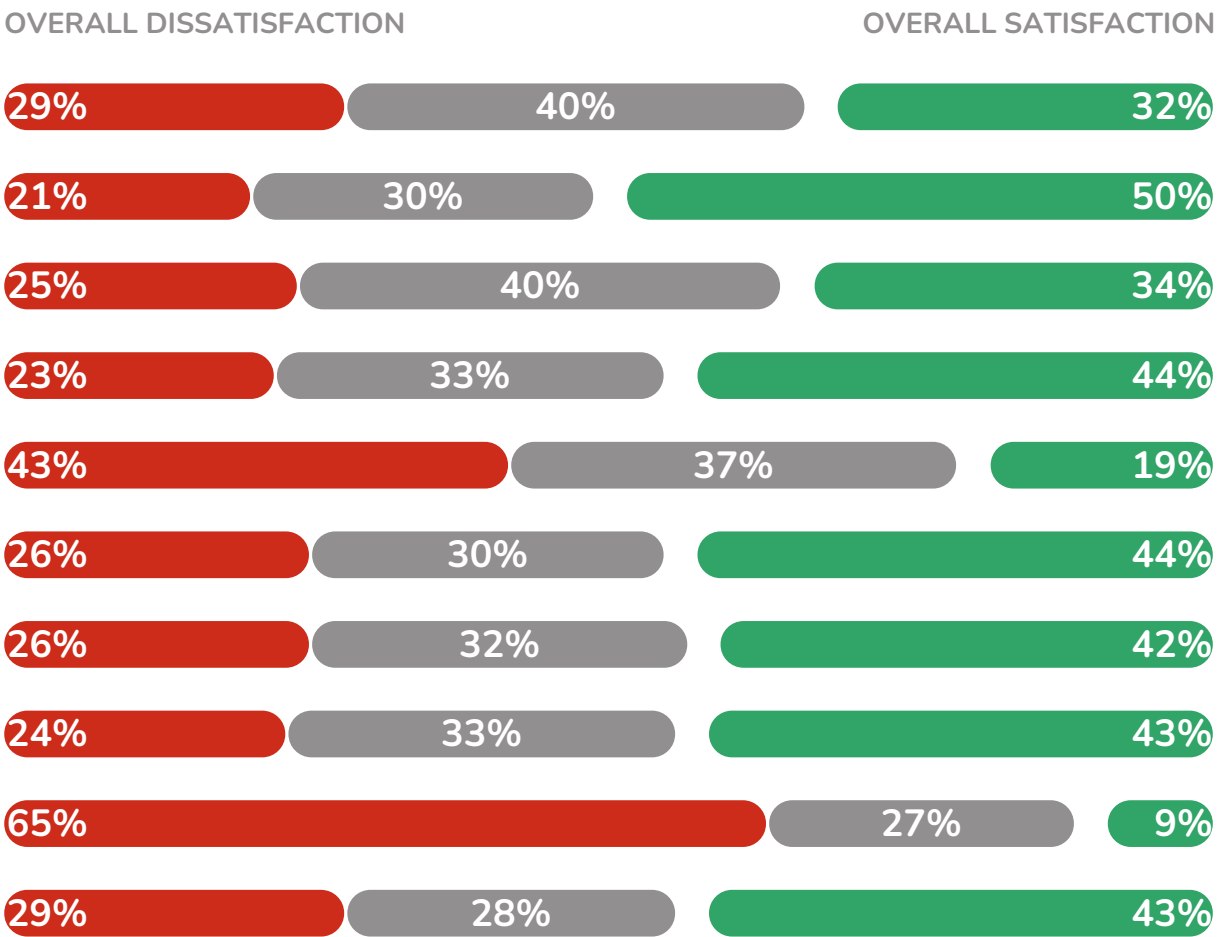
- I have the possibility of expressing my opinion. I know that it will be taken seriously.
- The company cares for its employees and their satisfaction.
- The company offers benefits and rewards for those who deserve them.

STRONGEST IMPACT ON COMMITMENT

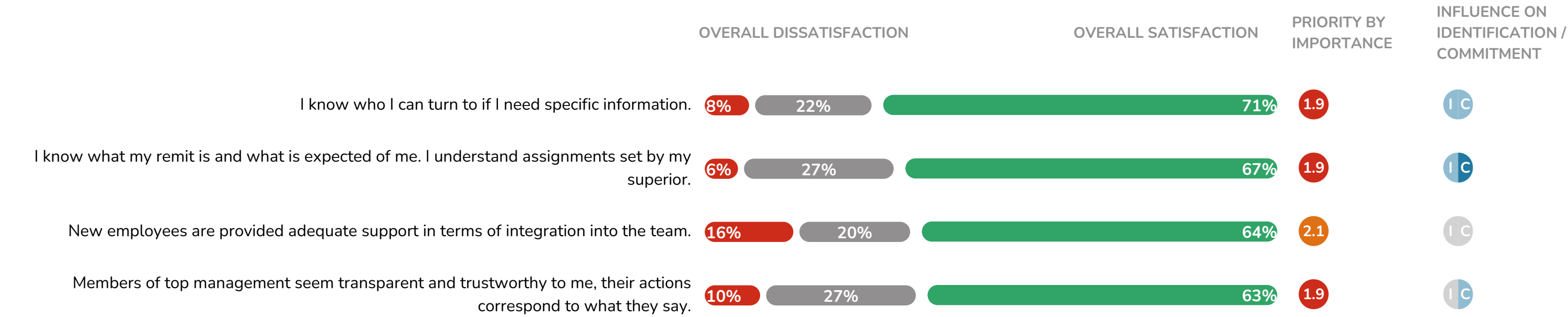
- Members of top management act consistently and their decisions are consistent.
- I have the possibility of expressing my opinion. I know that it will be taken seriously.
- I know what my remit is and what is expected of me. I understand assignments set by my superior.

RESULTS FOR INDIVIDUAL CATEGORIES

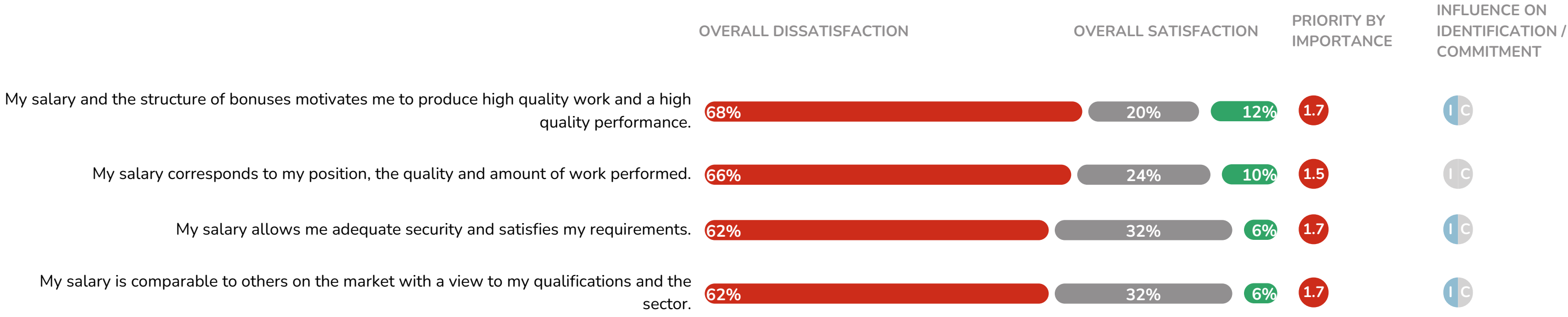
- IDENTIFICATION
- COMMITMENT
- SATISFACTION WITH TOP MANAGEMENT
- SATISFACTION WITH YOUR SUPERIOR
- SATISFACTION WITH THE APPROACH TO EMPLOYEES
- SATISFACTION WITH COMMUNICATION
- SATISFACTION WITH THE ATMOSPHERE
- SATISFACTION WITH WORKING CONDITIONS
- SATISFACTION WITH YOUR REMUNERATION
- SATISFACTION WITH YOUR PERSONAL AND PROFESSIONAL DEVELOPMENT



SUMMARY TOP QUESTIONS



BOTTOM QUESTIONS

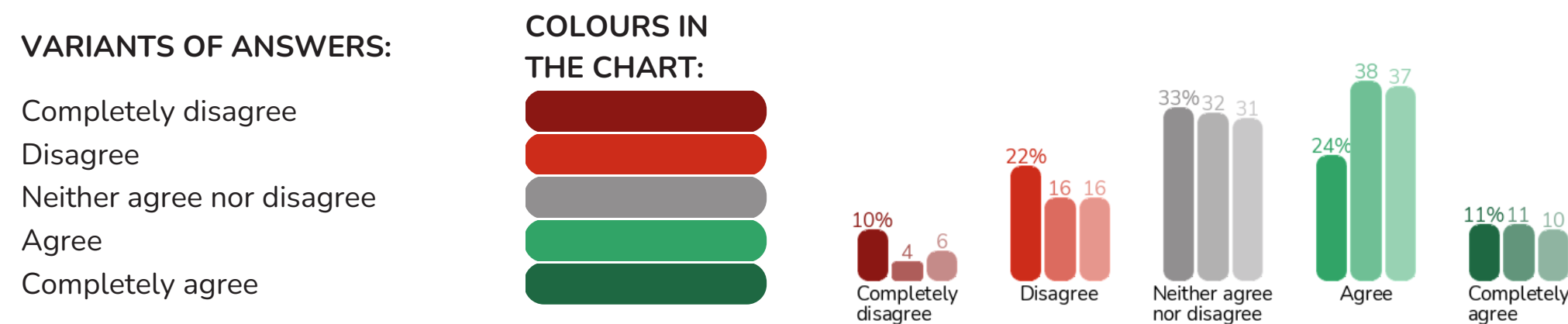


EXPLANATORY NOTES

TOTAL OVERALL RESULTS FOR ALL RESPONDENTS:



OVERALL RESULTS BY SECTION FOR ALL RESPONDENTS:



The figures in the chart show the individual answers as a proportion of total answers. The results for the currently selected group, for the parent unit and the whole company are shown.

EXPLANATORY NOTES TOTAL OVERALL RESULTS FOR VARIOUS CATEGORIES OF RESPONDENTS:

	Until 1 year	1 - 5 years	6 - 10 years	More than 10 years
length of employment in the company	40%	33%	20%	42%
Overall	48%	47%	45%	49%

Figures in the table represent the proportion of all approving answers **Agree / Completely agree** in different categories of respondents.

A symbol can be used instead of specific data in the table. <5
This symbol is used where there are fewer than five respondents in a given category and therefore by showing a specific value, their anonymity would be jeopardised. However, their responses are included in the overall result.

Some of the fields in the table can be differentiated in colour and point out statistically above-average values.

Significantly high values Significantly low values

EXPLANATORY NOTES ANSWERS FOR INDIVIDUAL QUESTIONS:



VARIANTS OF ANSWERS:

- Completely disagree
- Disagree
- Neither agree nor disagree
- Agree
- Completely agree

COLOURS IN THE CHART:



Numbers and colours show the proportions of the overall categories of answers (all approving, all disapproving and all neutral).

Priority by importance shows how important the respondents consider the given question to be, on a scale of 1 (highest) to 5 (lowest). If no importance value is given for a question, it means that no respondent expressed an opinion on importance. Level of importance can be identified by the shades of color in the circle - darker being greater importance, and lighter being lesser importance. 2.6

For each statement, the impact on respondents' identification and commitment is also displayed. I C
The color of the left half reflects the influence on identification. The color of the right half reflects the influence on commitment. The colour used corresponds to the influence:
negative insignificant significant crucial

SURVEY PARTICIPATION RETURN RATE AND PARTICIPANT REPRESENTATION

In the chapter about return rate, the percent values show the return rate of the total number of addressed respondents, in:

- total (including supplementary information about the ratio of representation of individual categories in the total)
- by categories of respondents

CLASSIFICATION CRITERIA OF THE CHOSEN SELECTION

Results for respondents that meet the following classification criteria are included in the report

length of employment in the company: all

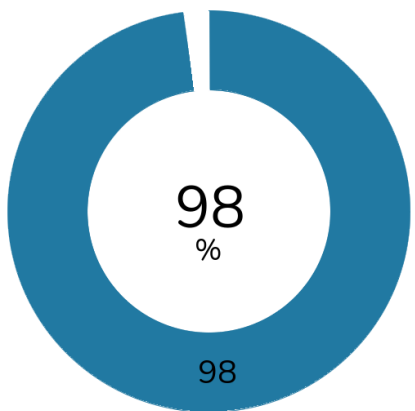
Gender: all

B0:

B1: Business: Corporate

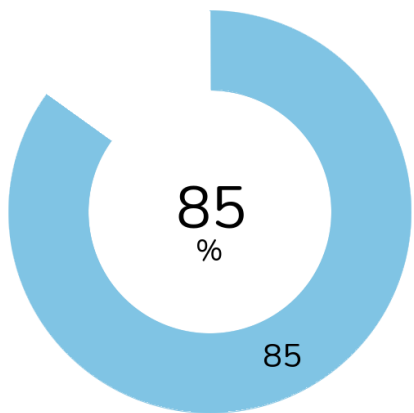
Level of organization: all

RETURN RATE IN THE SELECTION



54 respondents
(5% out of the total 1022)

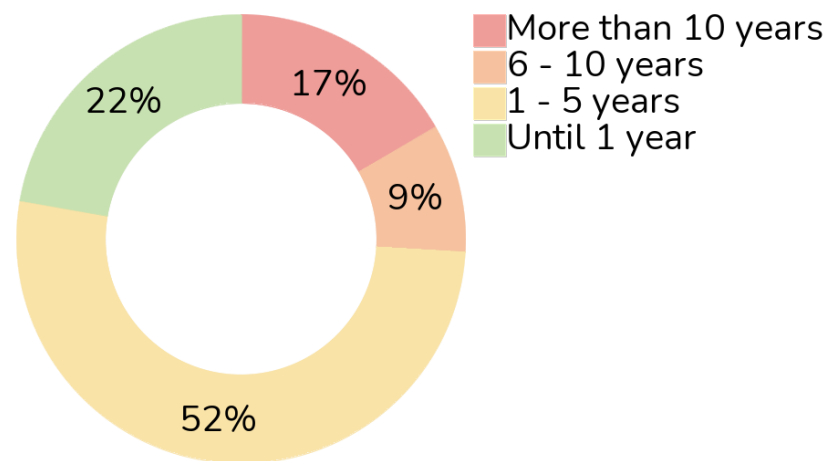
OVERALL RETURN RATE



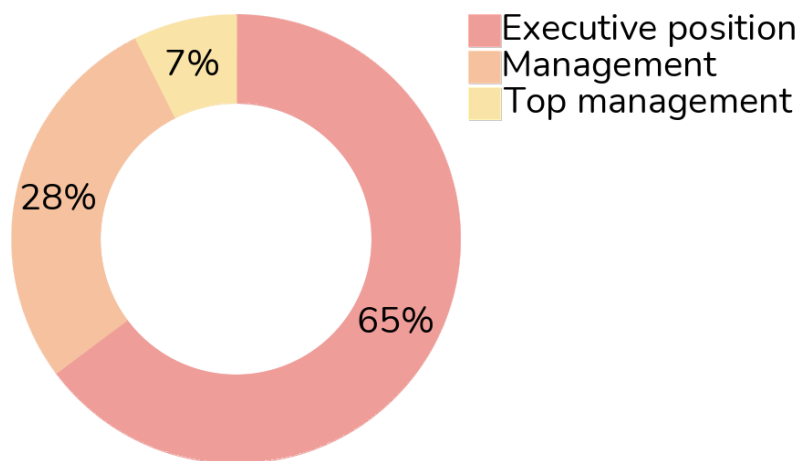
1022 respondents

REPRESENTATION BY CATEGORY

length of employment in the company



Level of organization



SURVEY PARTICIPATION

RETURN RATE AND PARTICIPANT REPRESENTATION

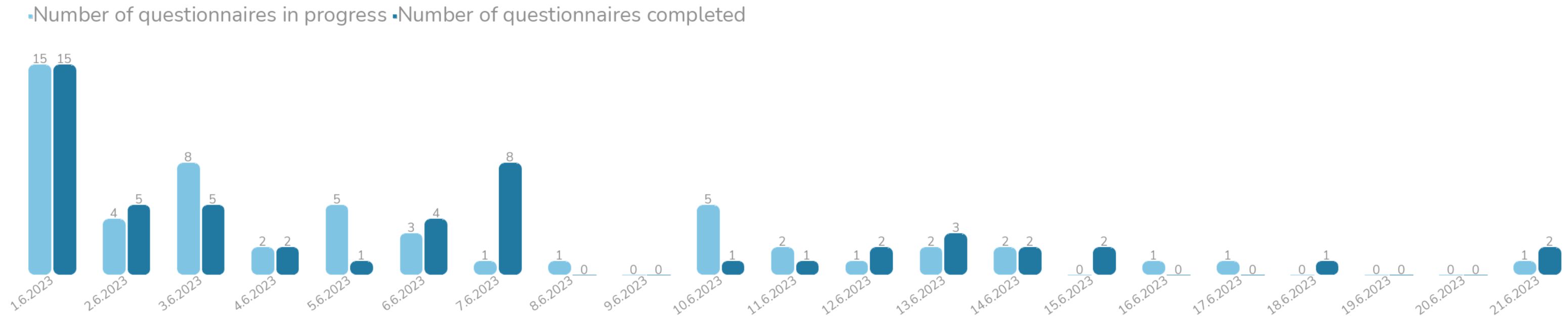
BY CATEGORY

		Until 1 year	1 - 5 years	6 - 10 years	More than 10 years
length of employment in the company		100% (12)	100% (28)	100% (5)	90% (9)
	Overall	85% (197)	85% (427)	88% (107)	84% (290)
		Top management	Management	Executive position	
Level of organization		100% (4)	94% (15)	100% (35)	
	Overall	84% (101)	86% (267)	84% (653)	

SURVEY PARTICIPATION COMPLETION OVERVIEW OVER TIME

Overview of the number of started and completed online questionnaires over time.

SELECTION

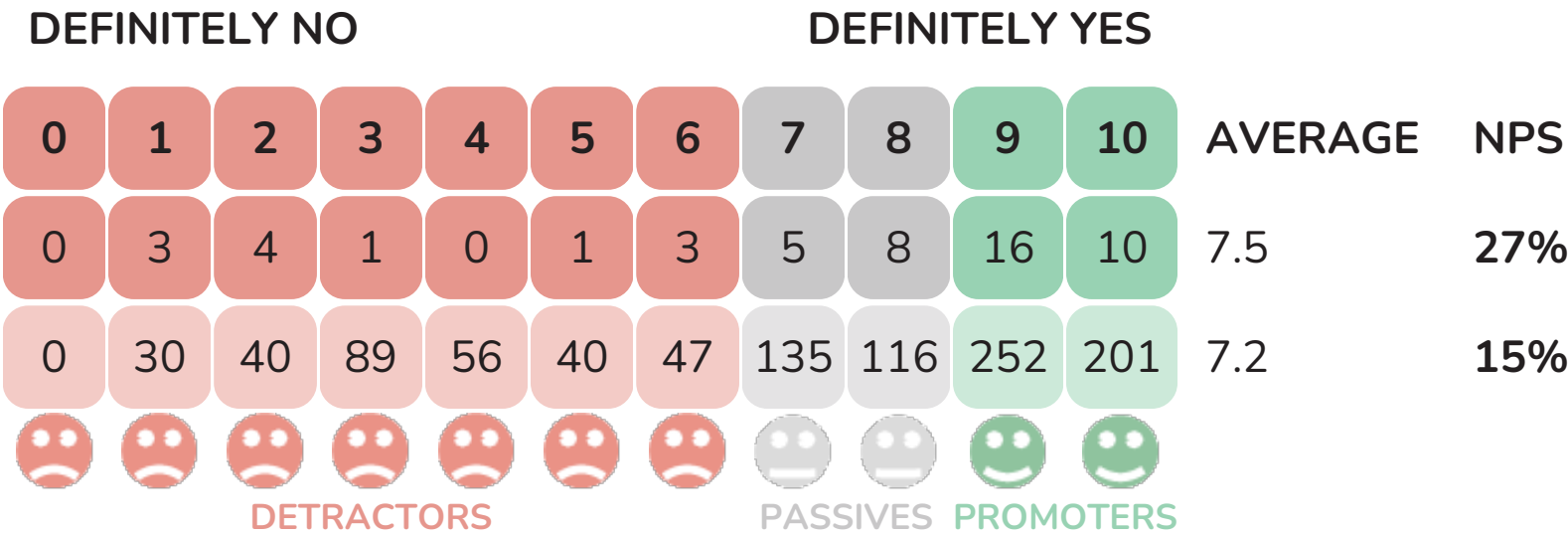


OVERALL RESULT (NPS - NET PROMOTER SCORE)

I WOULD RECOMMEND A FRIEND/COLLEAGUE TO APPLY FOR AN OPEN POSITION WITH THE COMPANY.

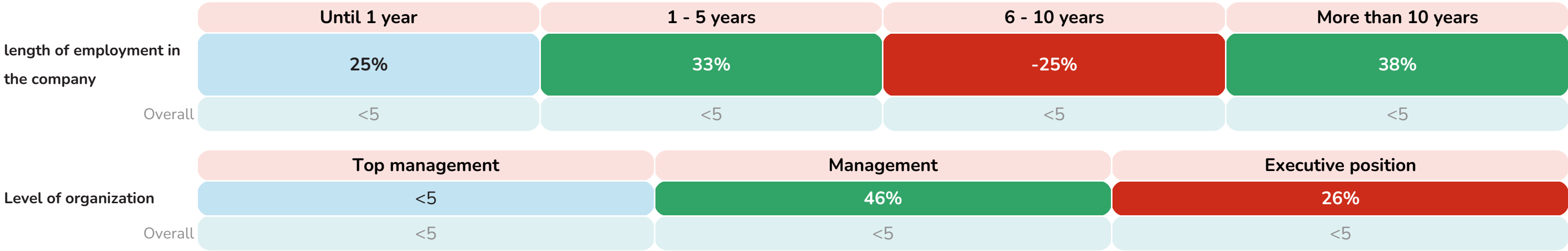
Selection

Overall

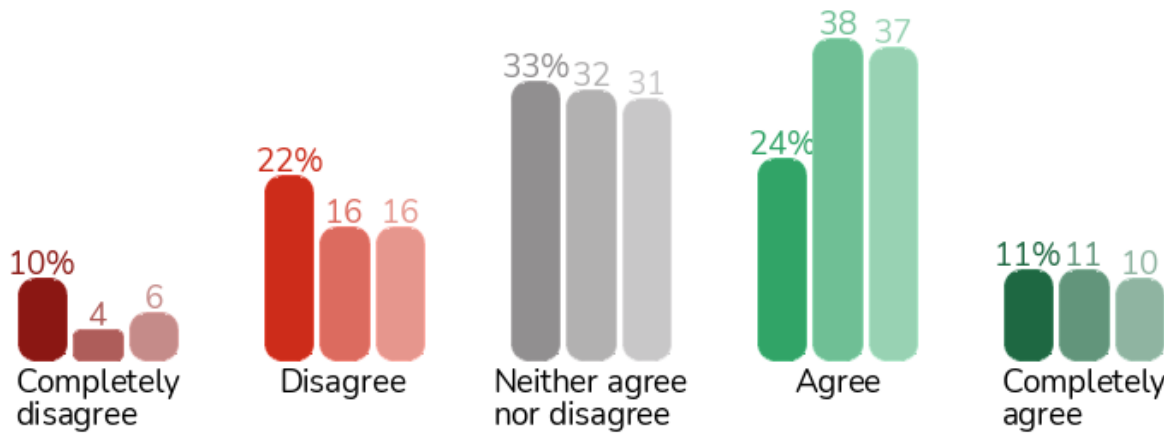
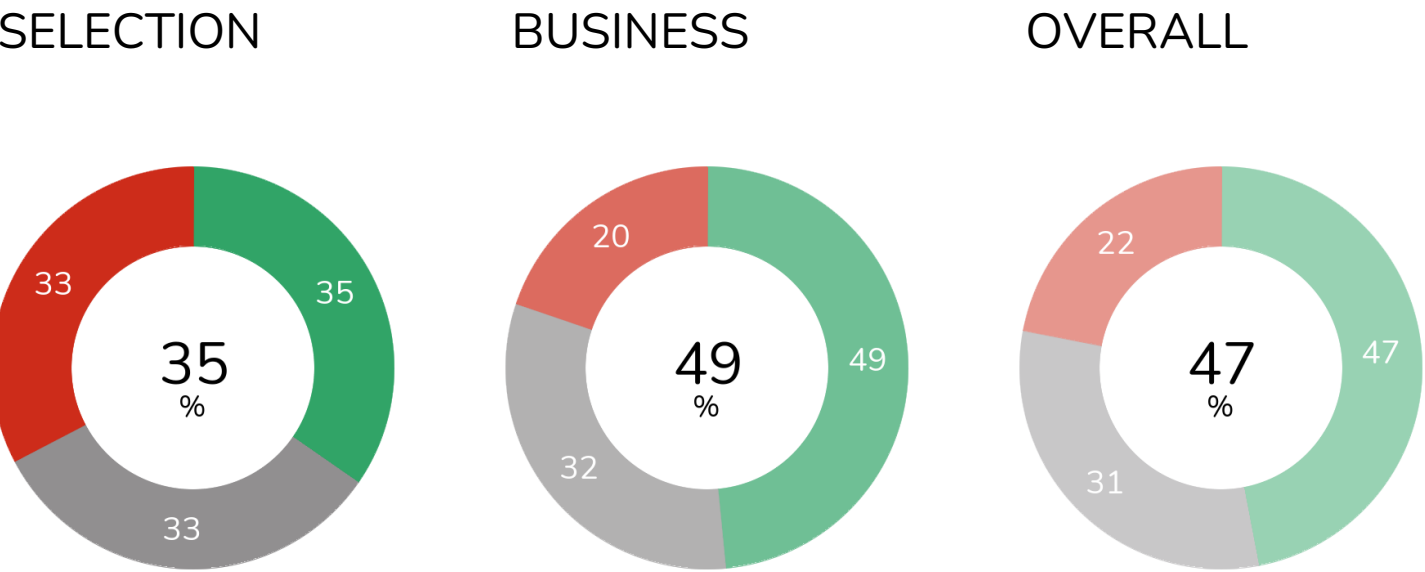


% NPS = % PROMOTERS - % DETRACTORS

BY CATEGORY



SATISFACTION IN TOTAL



BY CATEGORY

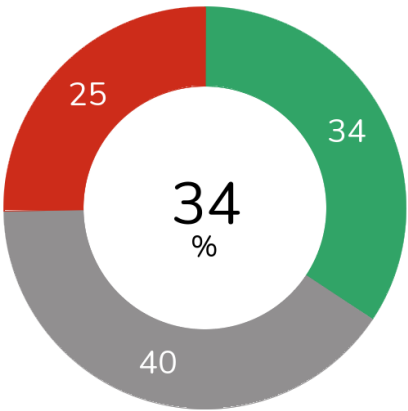
	Until 1 year	1 - 5 years	6 - 10 years	More than 10 years
length of employment in the company	40%	33%	20%	42%
Overall	48%	47%	45%	49%

	Top management	Management	Executive position
Level of organization	<5	30%	34%
Overall	50%	46%	48%

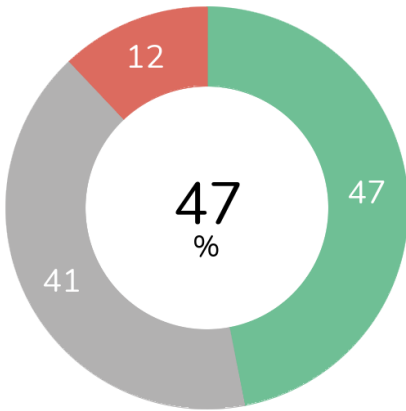
SATISFACTION

SATISFACTION WITH TOP MANAGEMENT

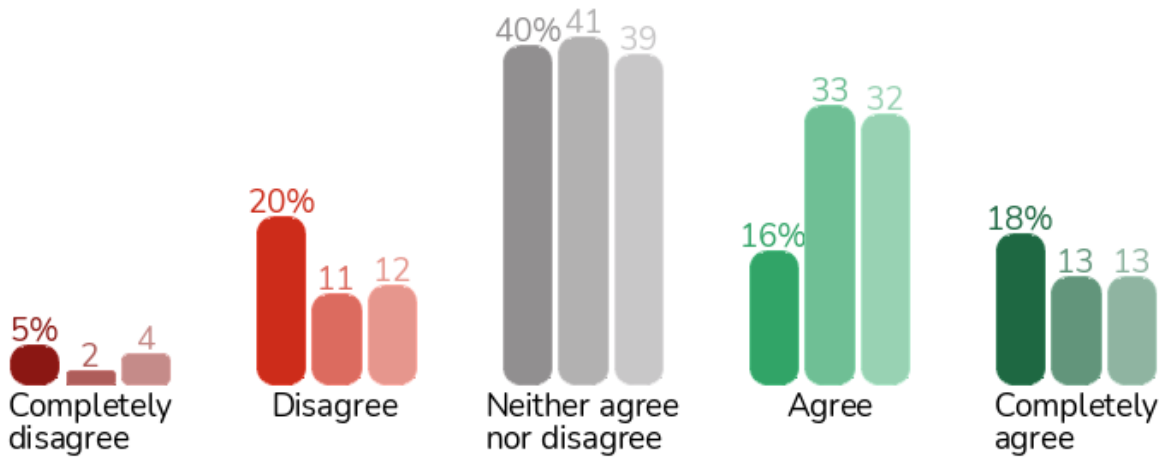
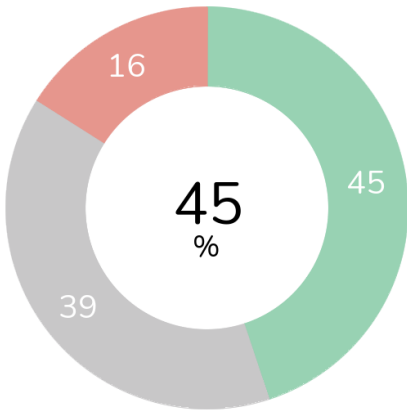
SELECTION



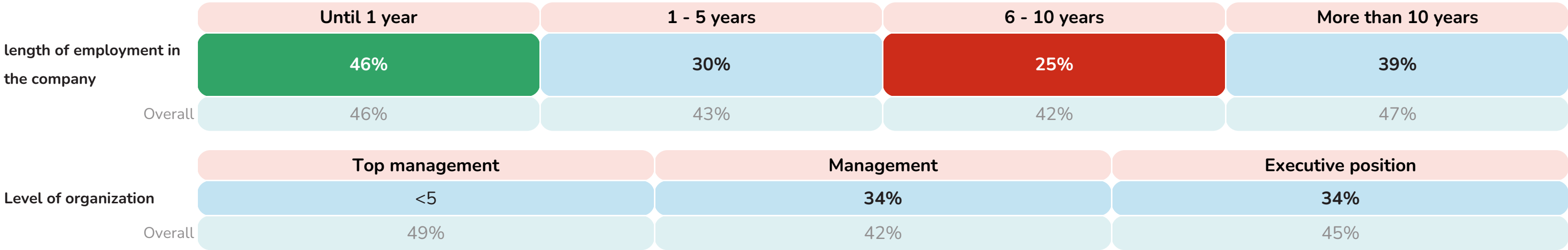
BUSINESS



OVERALL

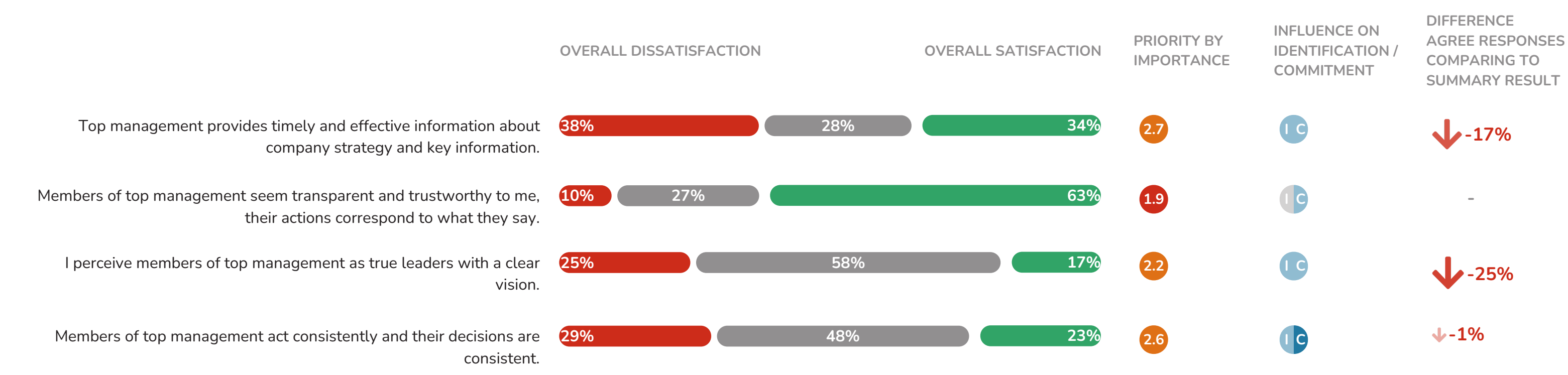


BY CATEGORY



SATISFACTION

SATISFACTION WITH TOP MANAGEMENT



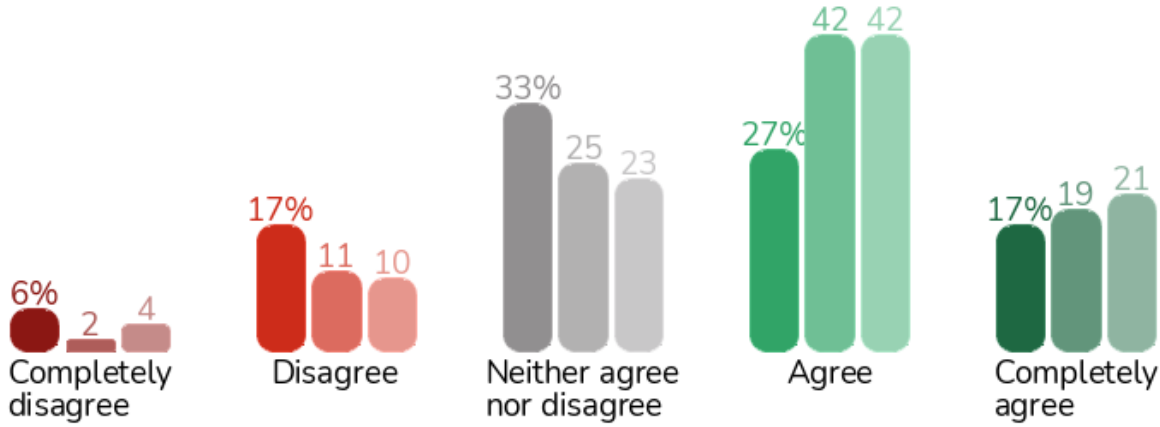
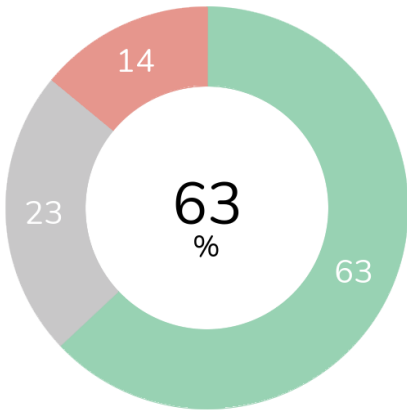
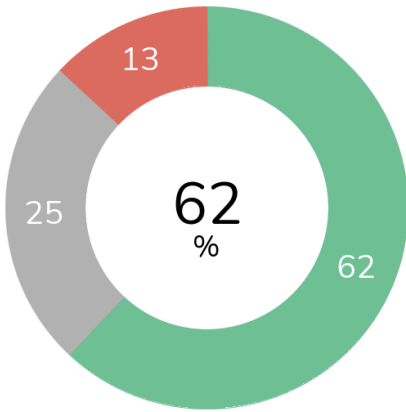
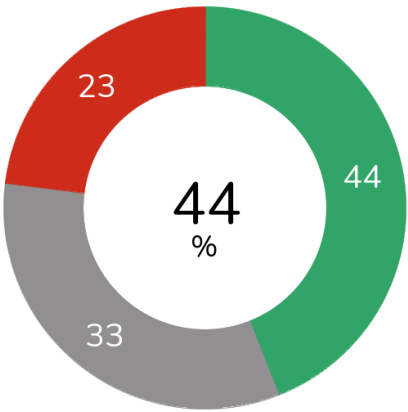
SATISFACTION

SATISFACTION WITH YOUR SUPERIOR

SELECTION

BUSINESS

OVERALL



BY CATEGORY

	Until 1 year	1 - 5 years	6 - 10 years	More than 10 years
length of employment in the company	44%	48%	20%	47%
Overall	64%	64%	56%	64%

	Top management	Management	Executive position
Level of organization	<5	48%	40%
Overall	61%	61%	64%

SATISFACTION SATISFACTION WITH YOUR SUPERIOR

	OVERALL DISSATISFACTION		OVERALL SATISFACTION	PRIORITY BY IMPORTANCE	INFLUENCE ON IDENTIFICATION / COMMITMENT	DIFFERENCE AGREE RESPONSES COMPARING TO SUMMARY RESULT
I know what my remit is and what is expected of me. I understand assignments set by my superior.	6%	27%	67%	1.9	I C	↓ -20%
My superior provides specific feedback, assesses what I was successful/unsuccessful in and tells me what I should improve and how.	31%	33%	35%	2.2	I C	↓ -18%
My line manager devotes time to me and is available for me when I need.	27%	35%	37%	2	I C	↓ -21%
My line manager supports my development. He/she involves me in activities, thanks to which I learn new things.	27%	35%	37%	2	I C	↓ -18%

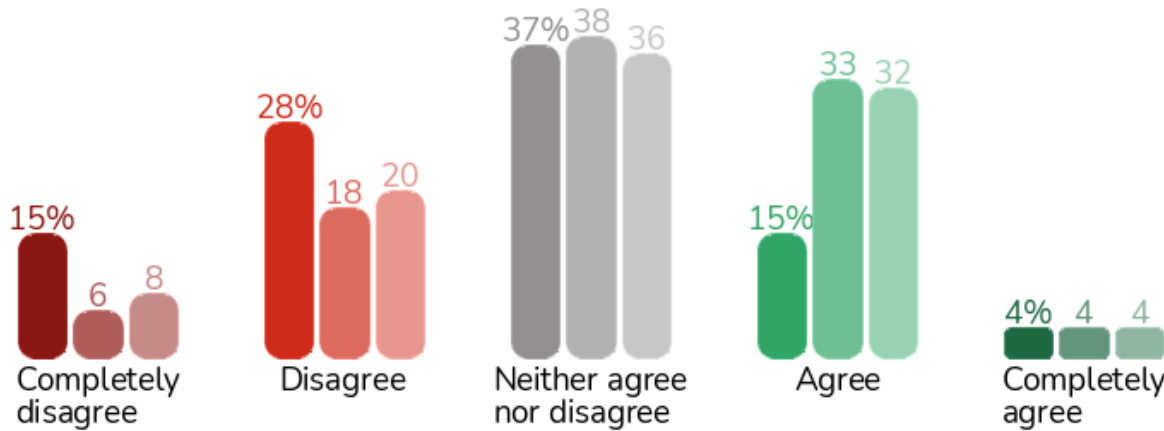
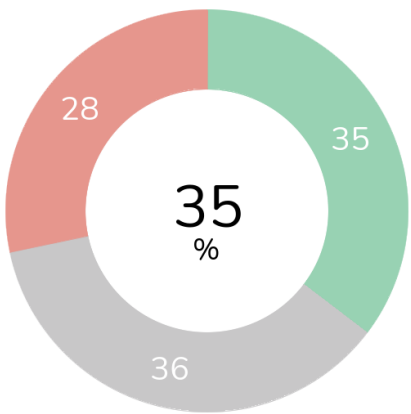
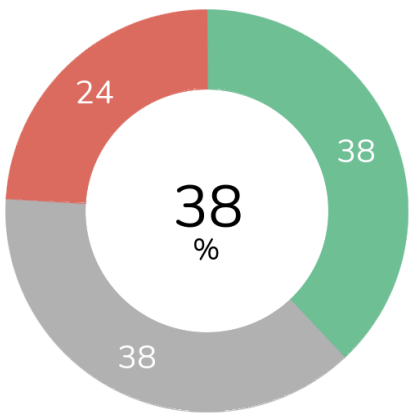
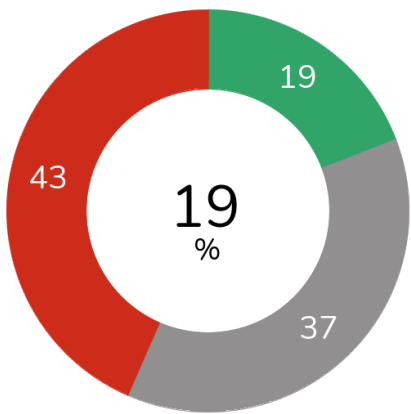
SATISFACTION

SATISFACTION WITH THE APPROACH TO EMPLOYEES

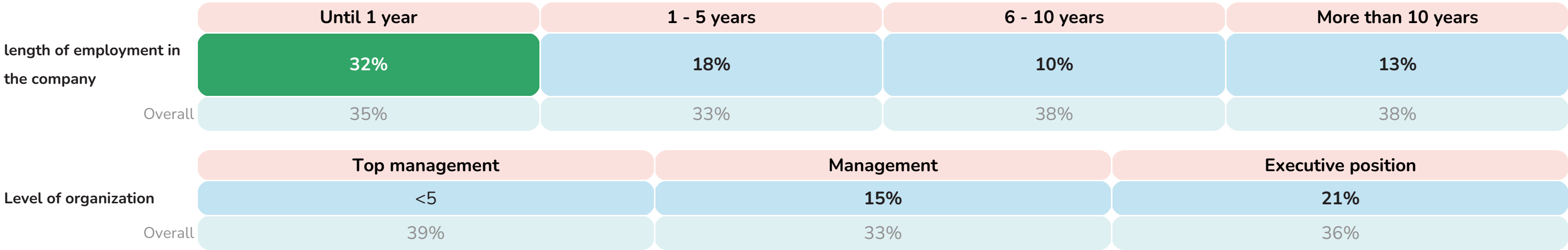
SELECTION

BUSINESS

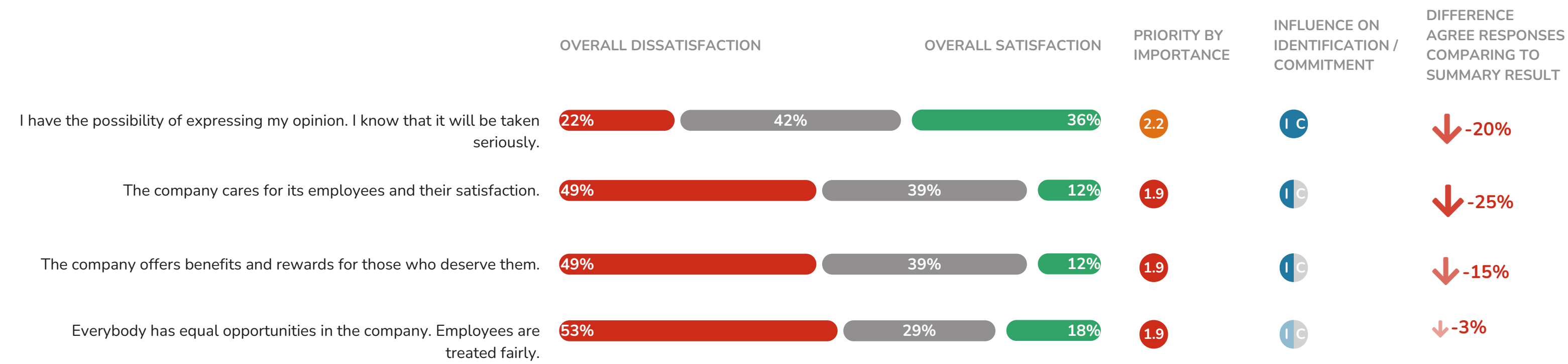
OVERALL



BY CATEGORY



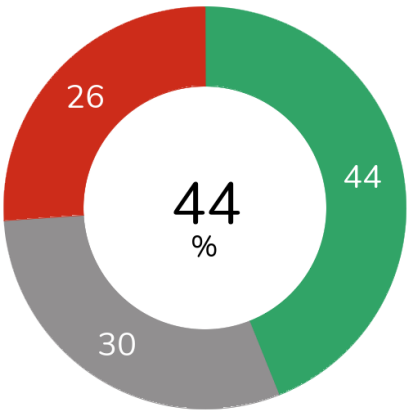
SATISFACTION SATISFACTION WITH THE APPROACH TO EMPLOYEES



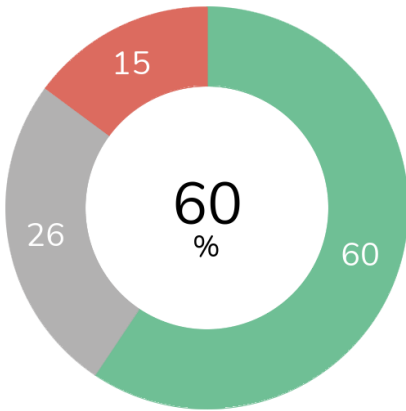
SATISFACTION

SATISFACTION WITH COMMUNICATION

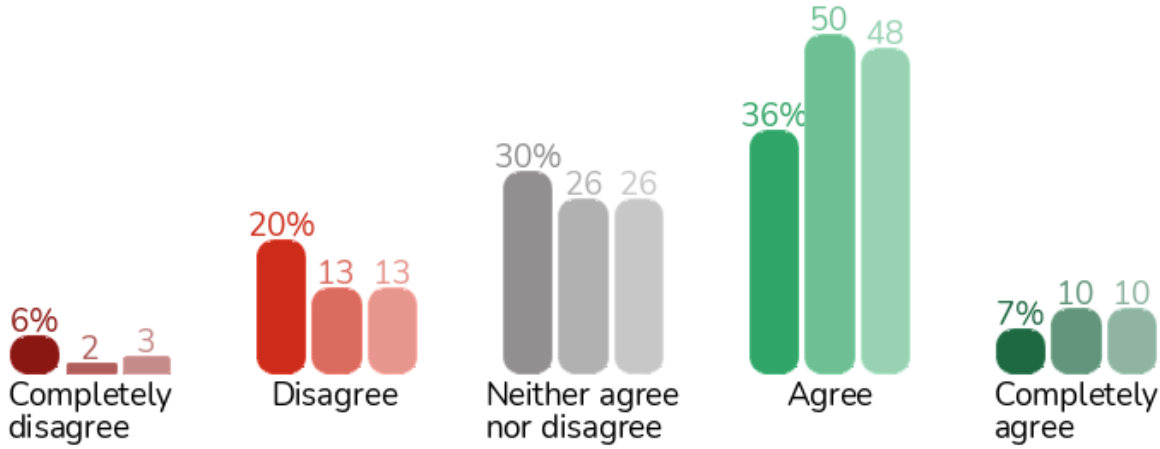
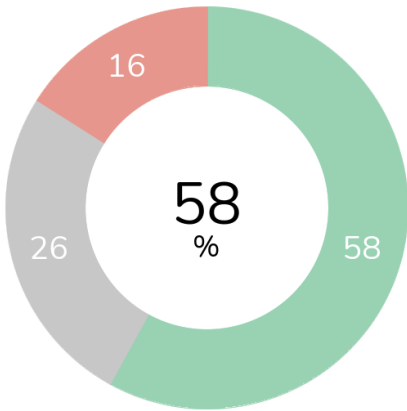
SELECTION



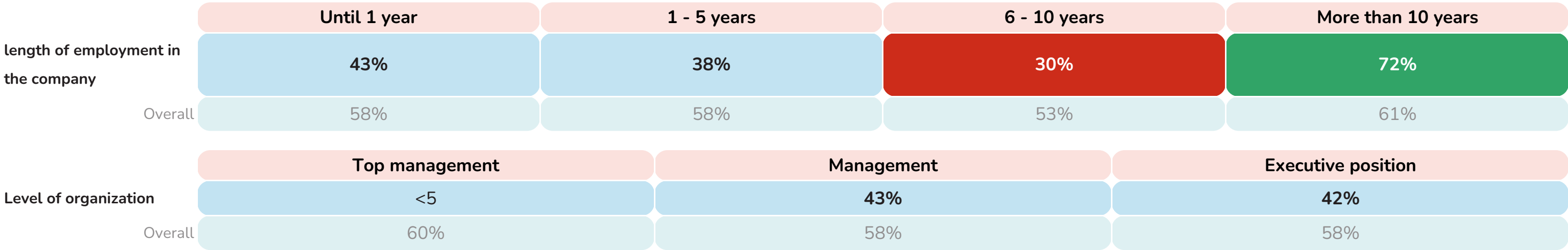
BUSINESS



OVERALL

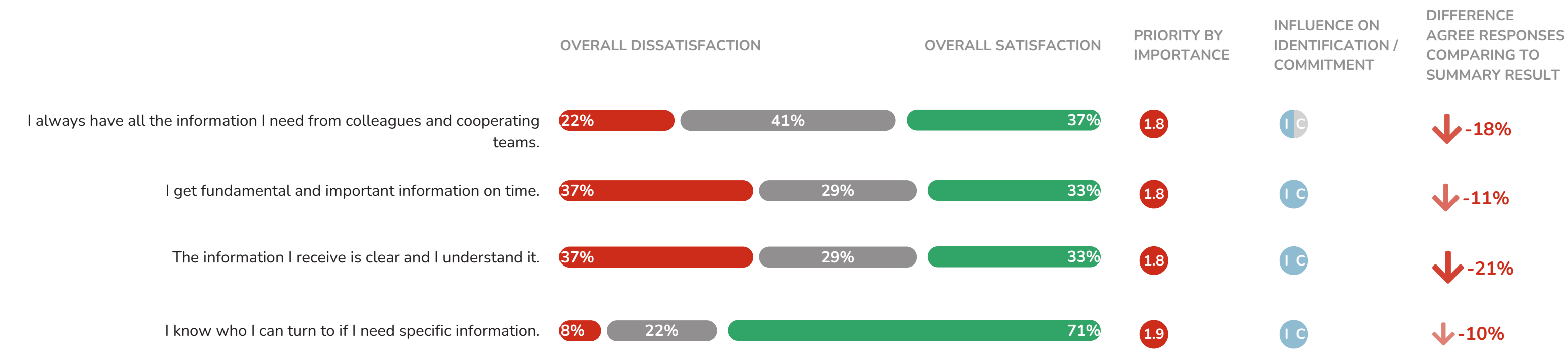


BY CATEGORY



SATISFACTION

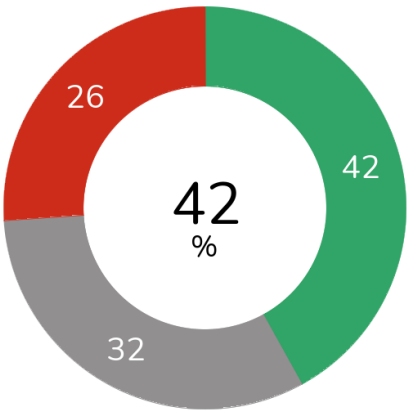
SATISFACTION WITH COMMUNICATION



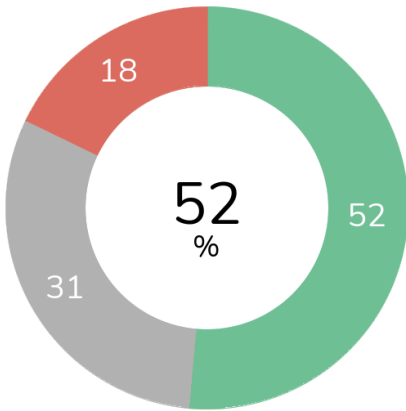
SATISFACTION

SATISFACTION WITH THE ATMOSPHERE

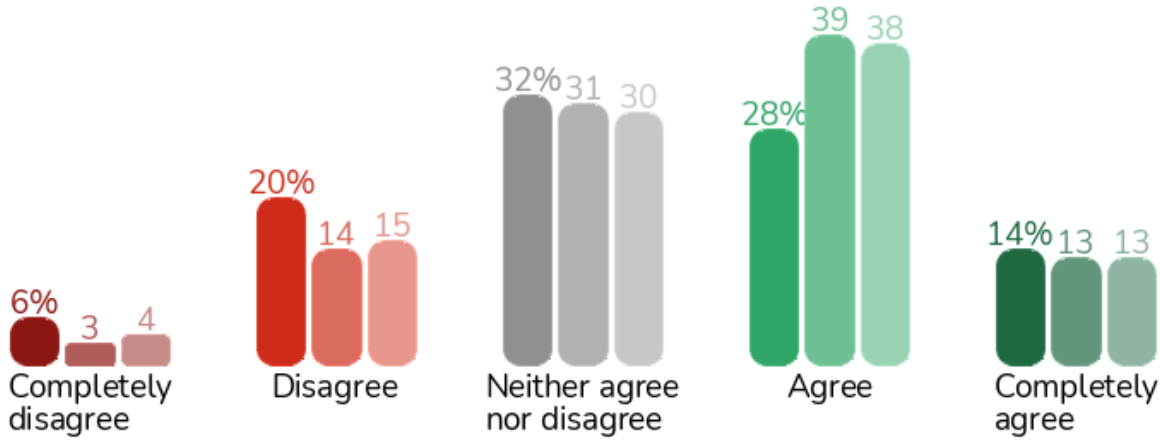
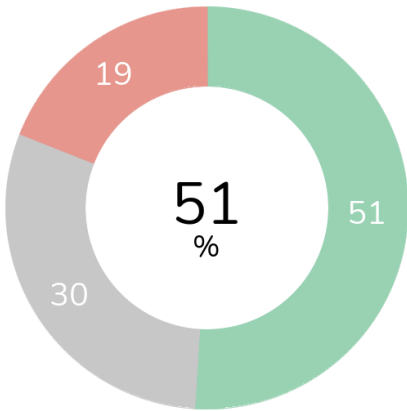
SELECTION



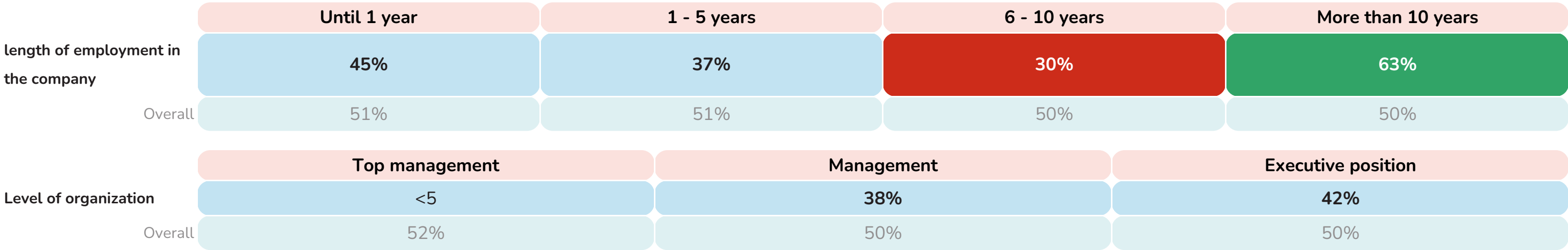
BUSINESS



OVERALL



BY CATEGORY



SATISFACTION

SATISFACTION WITH THE ATMOSPHERE

	OVERALL DISSATISFACTION	OVERALL SATISFACTION	PRIORITY BY IMPORTANCE	INFLUENCE ON IDENTIFICATION / COMMITMENT	DIFFERENCE AGREE RESPONSES COMPARING TO SUMMARY RESULT
I work in an open and positive atmosphere.	25%	35%	39%	2.1	I C ↓ -11%
The colleagues I work with create an effective team. They do their utmost to ensure they perform good work.	18%	25%	57%	1.9	I C ↓ -17%
There is good cooperation and mutual support between different departments and teams in the company.	43%	39%	18%	2.5	I C ↓ -2%
I have good friends among my colleagues.	18%	27%	55%	2.7	I C ↓ -4%

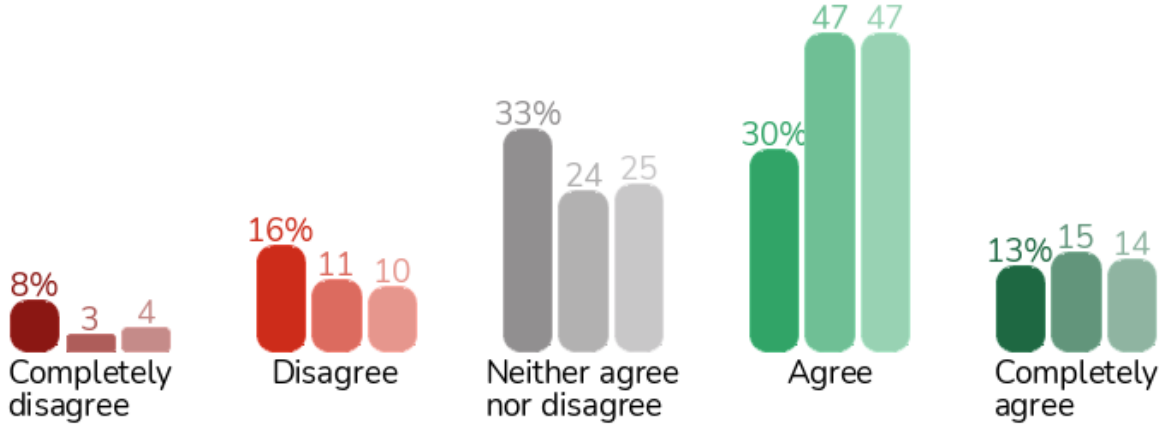
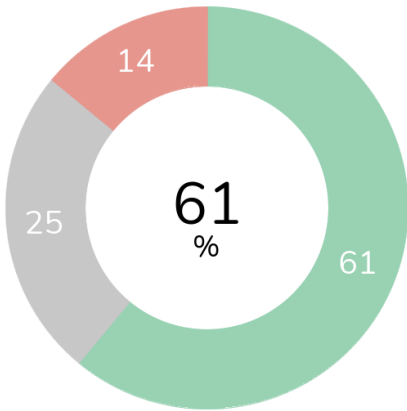
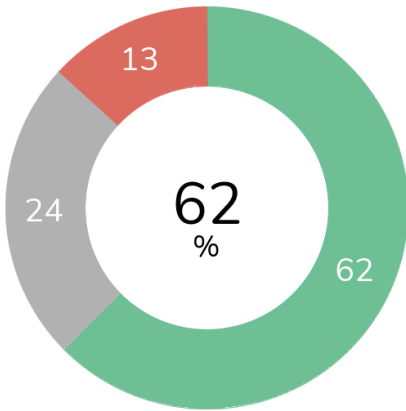
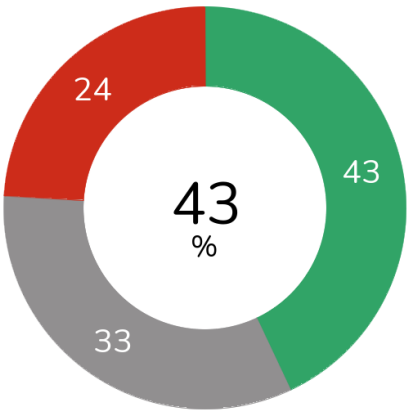
SATISFACTION

SATISFACTION WITH WORKING CONDITIONS

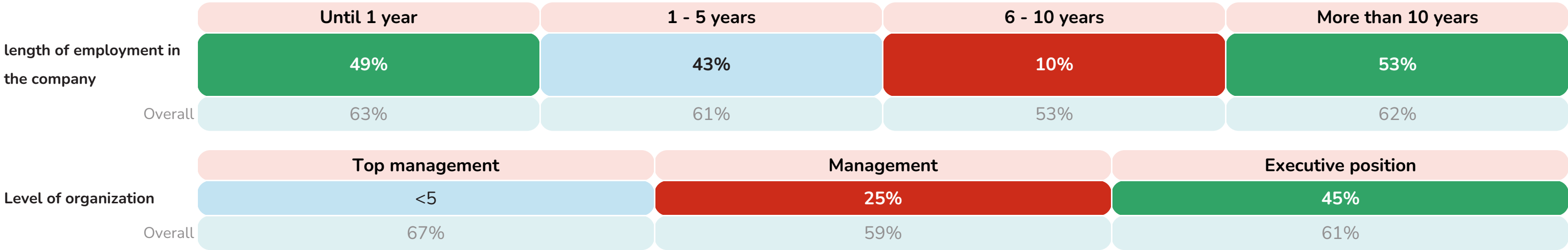
SELECTION

BUSINESS

OVERALL



BY CATEGORY



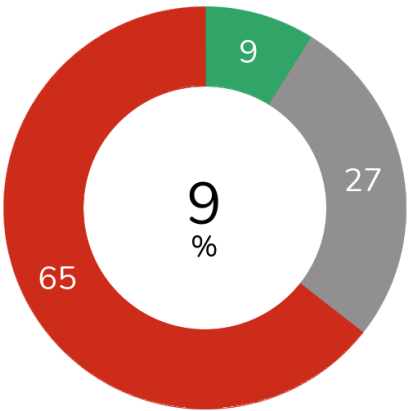
SATISFACTION SATISFACTION WITH WORKING CONDITIONS

	OVERALL DISSATISFACTION		OVERALL SATISFACTION	PRIORITY BY IMPORTANCE	INFLUENCE ON IDENTIFICATION / COMMITMENT	DIFFERENCE AGREE RESPONSES COMPARING TO SUMMARY RESULT
I have the conditions to do what I know best and to provide high quality performance.	22%	32%	46%	2	I C	↓ -17%
I have the appropriate equipment, aids and tools for my work.	22%	33%	45%	2	I C	↓ -20%
Working hours and their scheduling suit me.	22%	33%	45%	2	I C	↓ -21%
The company allows me to coordinate my work and personal life.	32%	34%	34%	1.8	I C	↓ -16%

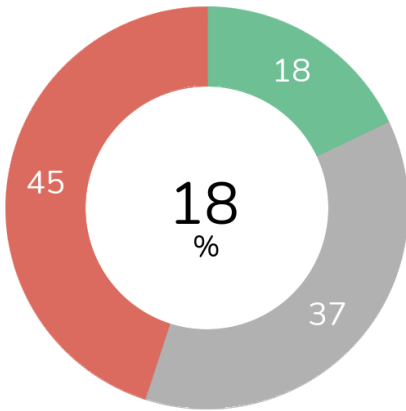
SATISFACTION

SATISFACTION WITH YOUR REMUNERATION

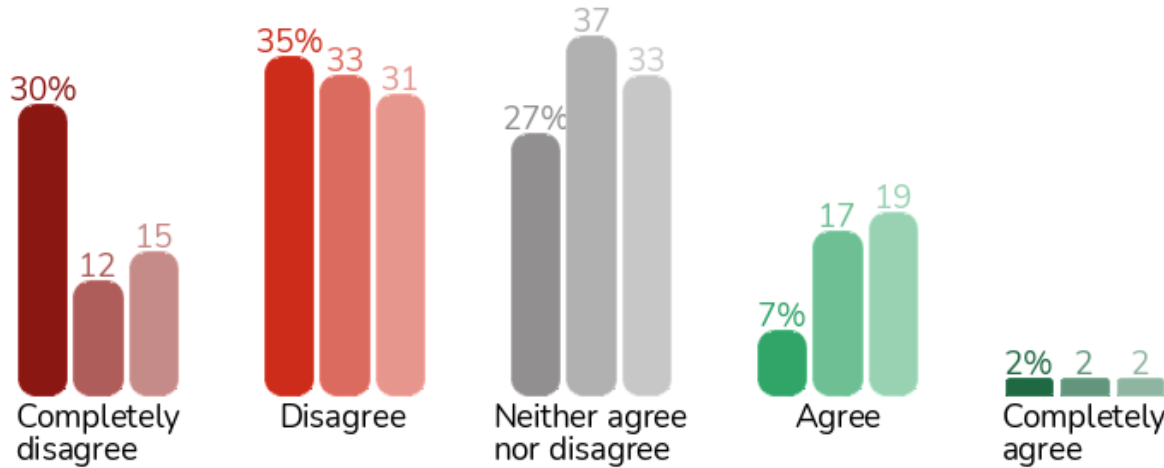
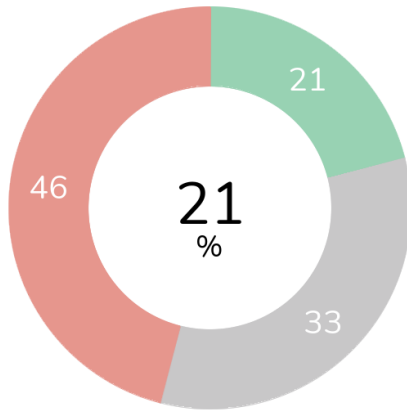
SELECTION



BUSINESS



OVERALL



BY CATEGORY

	Until 1 year	1 - 5 years	6 - 10 years	More than 10 years
length of employment in the company	5%	13%	0%	3%
Overall	19%	22%	19%	21%

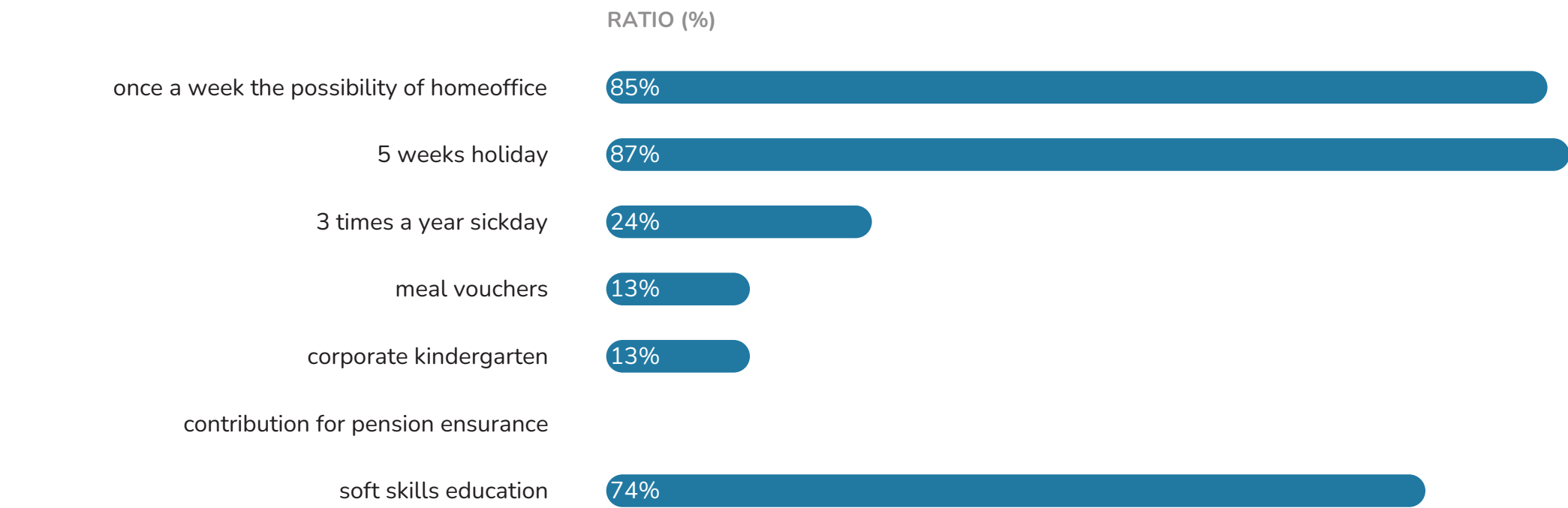
	Top management	Management	Executive position
Level of organization	<5	2%	8%
Overall	25%	20%	20%

SATISFACTION

SATISFACTION WITH YOUR REMUNERATION

	OVERALL DISSATISFACTION	OVERALL SATISFACTION	PRIORITY BY IMPORTANCE	INFLUENCE ON IDENTIFICATION / COMMITMENT	DIFFERENCE AGREE RESPONSES COMPARING TO SUMMARY RESULT
My salary corresponds to my position, the quality and amount of work performed.	66%	24% 10%	1.5	I C	↓ -10%
My salary and the structure of bonuses motivates me to produce high quality work and a high quality performance.	68%	20% 12%	1.7	I C	↓ -9%
My salary is comparable to others on the market with a view to my qualifications and the sector.	62%	32% 6%	1.7	I C	↓ -15%
My salary allows me adequate security and satisfies my requirements.	62%	32% 6%	1.7	I C	↓ -15%

Choose the 3 benefits you would most appreciate.

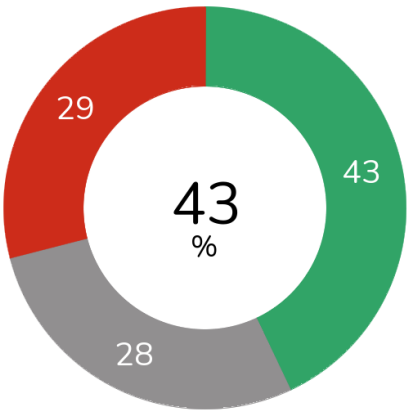


You can see for each item in the graph: the proportion of respondents who selected this answer

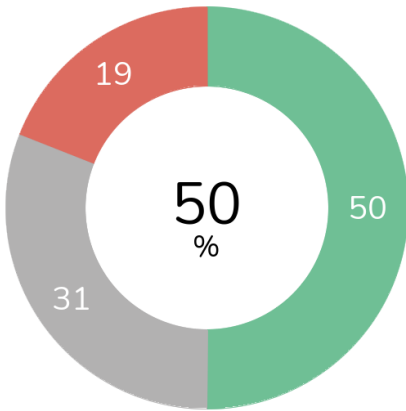
SATISFACTION

SATISFACTION WITH YOUR PERSONAL AND PROFESSIONAL DEVELOPMENT

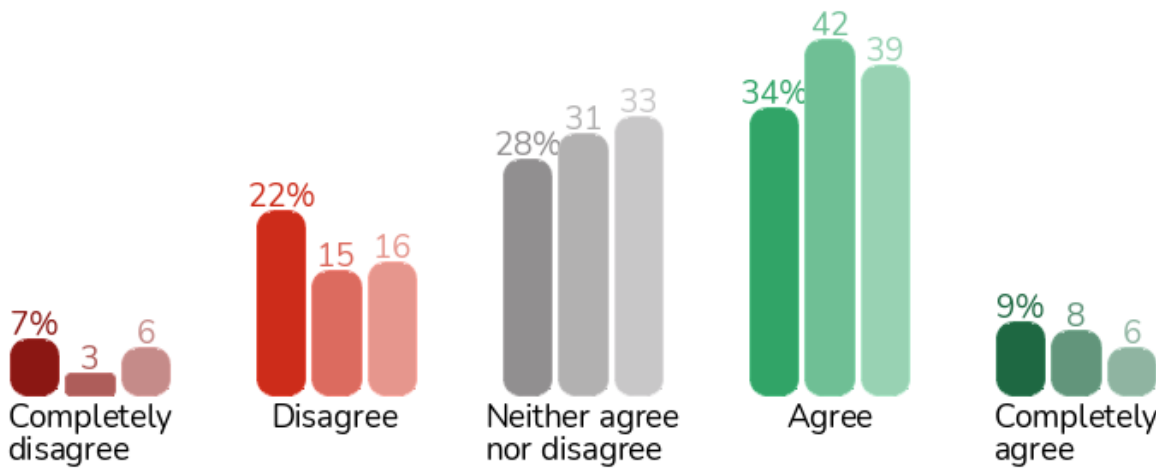
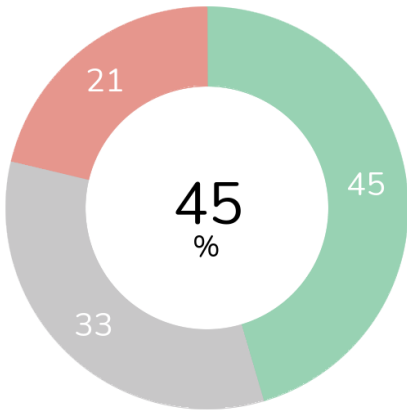
SELECTION



BUSINESS



OVERALL



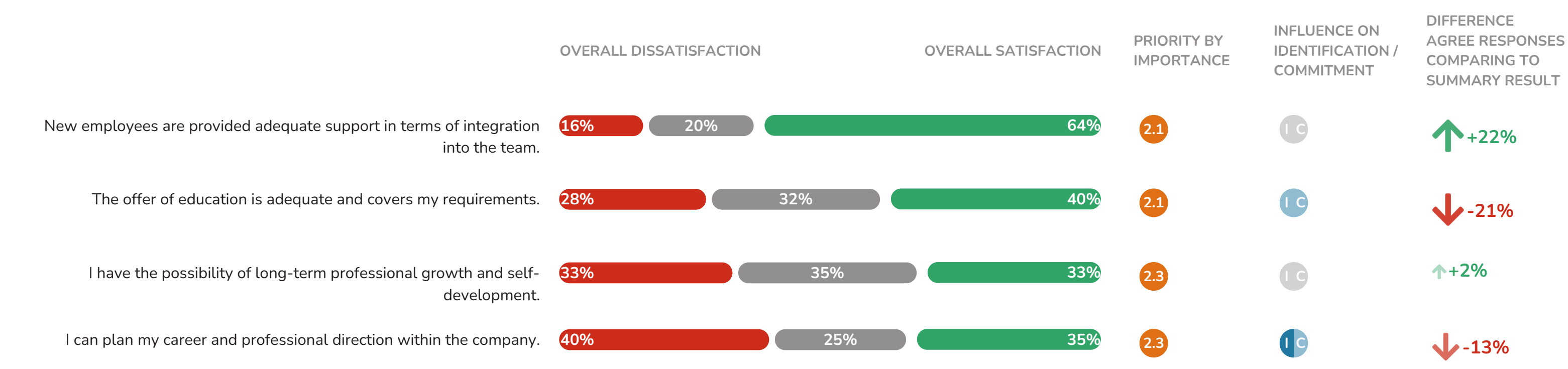
BY CATEGORY

	Until 1 year	1 - 5 years	6 - 10 years	More than 10 years
length of employment in the company	53%	39%	35%	47%
Overall	46%	44%	47%	46%

	Top management	Management	Executive position
Level of organization	<5	33%	42%
Overall	47%	45%	46%

SATISFACTION

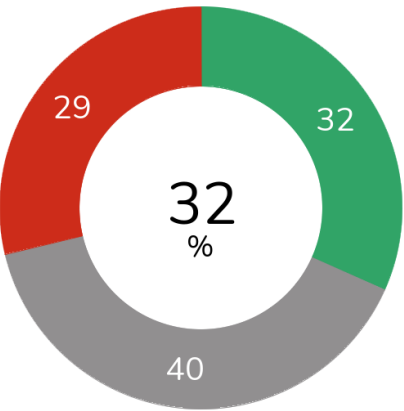
SATISFACTION WITH YOUR PERSONAL AND PROFESSIONAL DEVELOPMENT



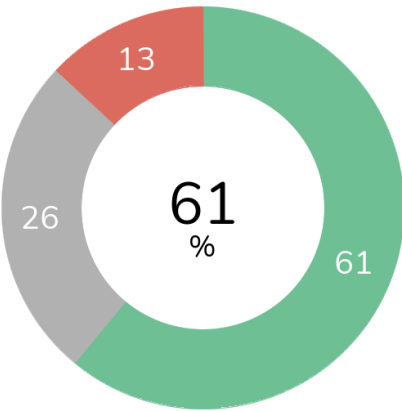
IDENTIFICATION

Note. Identification represents employees' sense of belonging and their attitude towards the company, i.e. to what extent they feel to be its integral part. Employees with low rate of identification are in danger of a higher fluctuation.

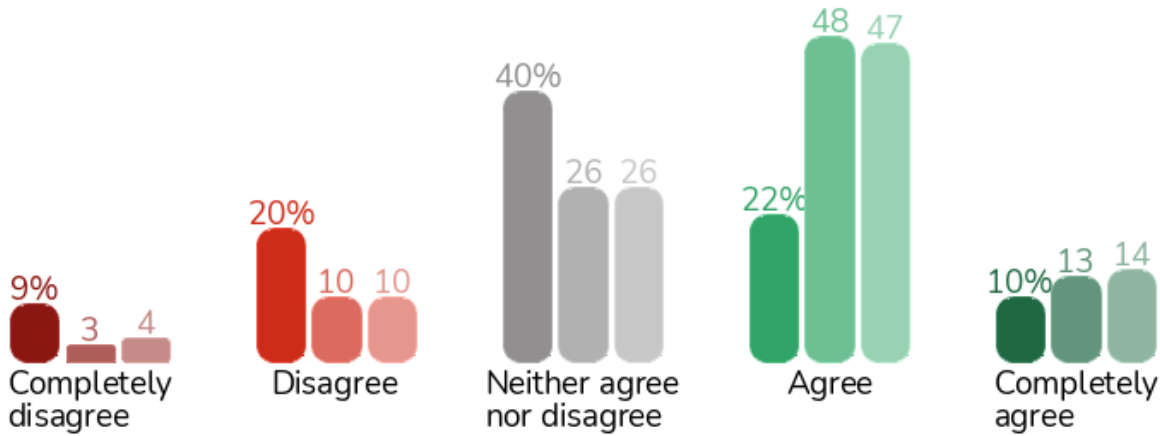
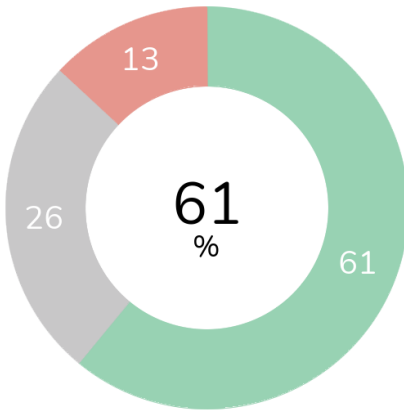
SELECTION



BUSINESS



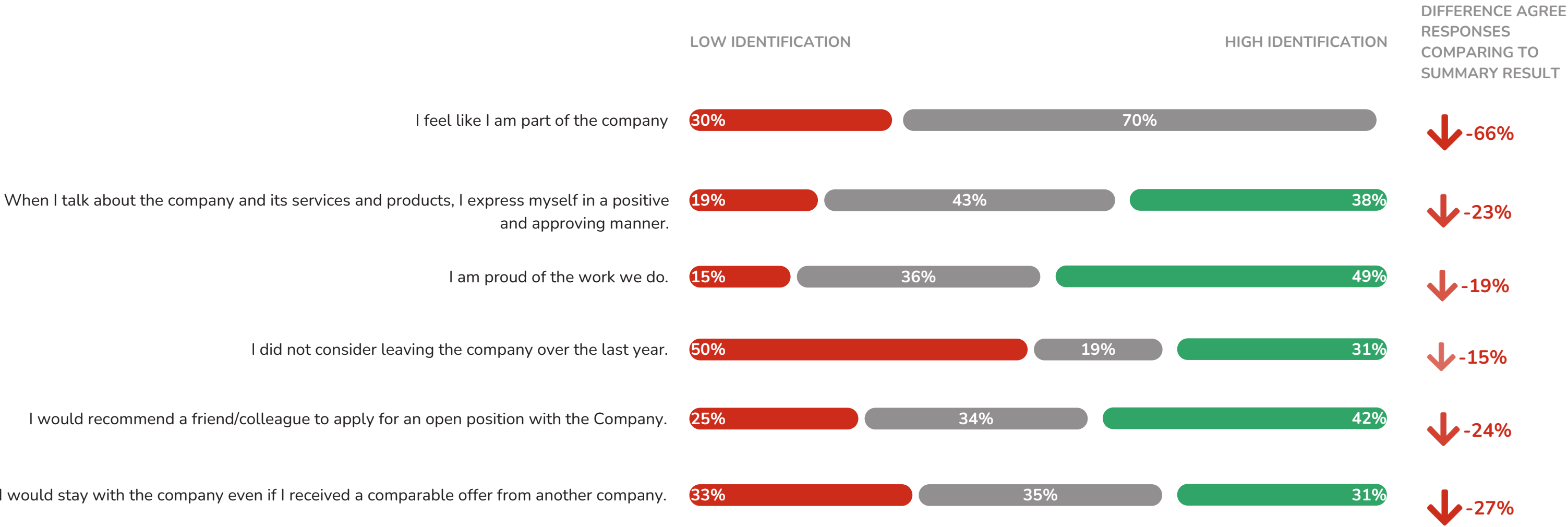
OVERALL



BY CATEGORY

	Until 1 year	1 - 5 years	6 - 10 years	More than 10 years
length of employment in the company	37%	31%	17%	34%
Overall	60%	60%	58%	64%

	Top management	Management	Executive position
Level of organization	<5	28%	30%
Overall	63%	61%	61%



IDENTIFICATION **VS** OTHER OBSERVED AREAS

STRONGEST IMPACT ON IDENTIFICATION

I have the possibility of expressing my opinion. I know that it will be taken seriously.

The company cares for its employees and their satisfaction.

The company offers benefits and rewards for those who deserve them.

I can plan my career and professional direction within the company.

I get fundamental and important information on time.

The information I receive is clear and I understand it.

I perceive members of top management as true leaders with a clear vision.

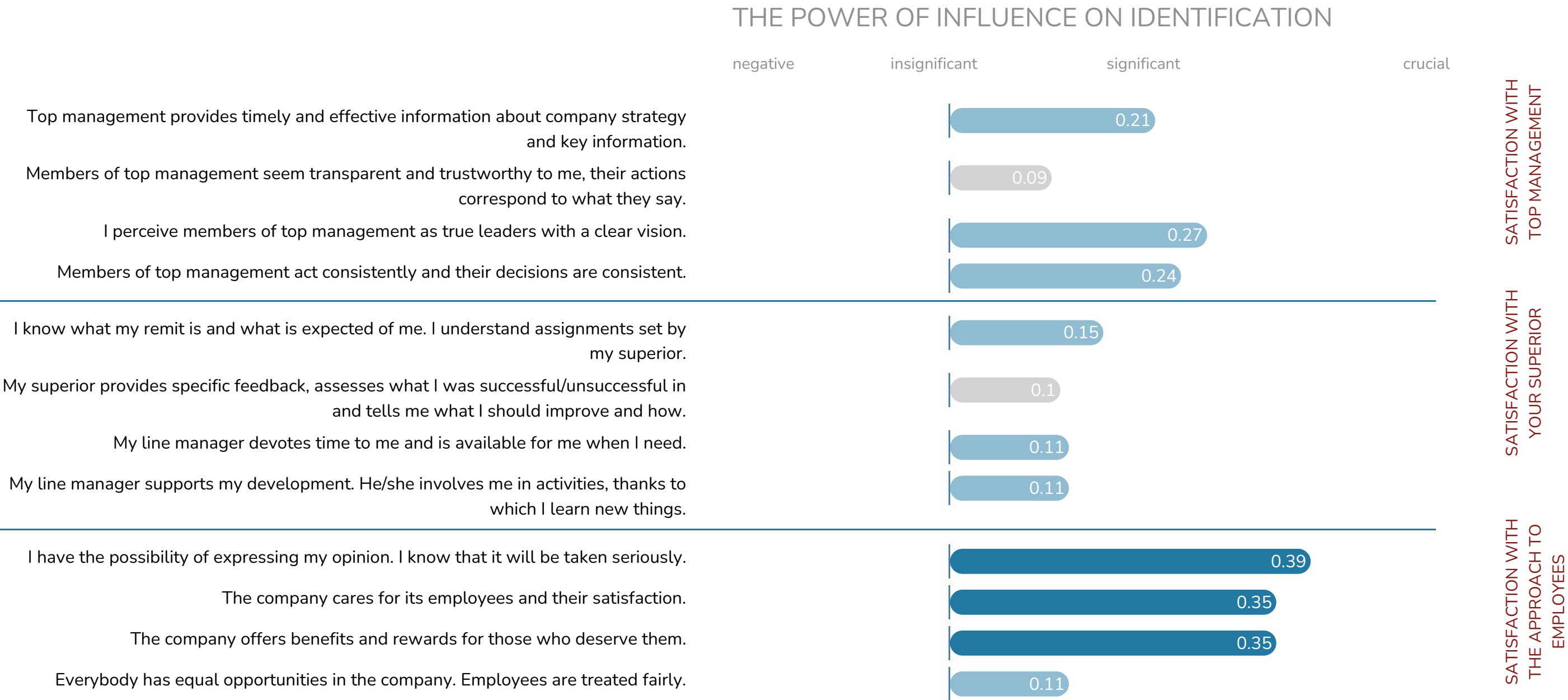
Working hours and their scheduling suit me.

I have the appropriate equipment, aids and tools for my work.

The colleagues I work with create an effective team. They do their utmost to ensure they perform good work.

IDENTIFICATION vs OTHER OBSERVED AREAS

The graph shows the correlation of statements with identification.
The influence is divided into the following levels for clarity: negative insignificant significant crucial

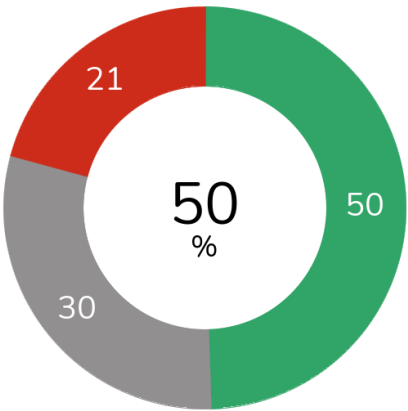




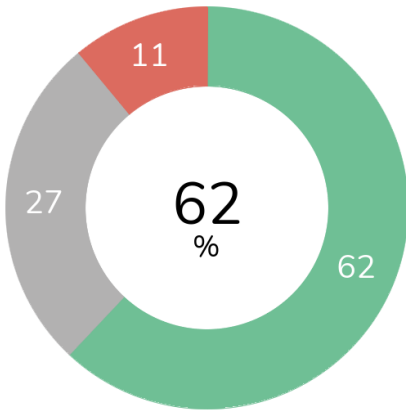
COMMITMENT

Note. Commitment represents a will and an inner motivation of employees to deliver excellent performance and achieve results even in their supervisor's absence and without his/her active incentive.

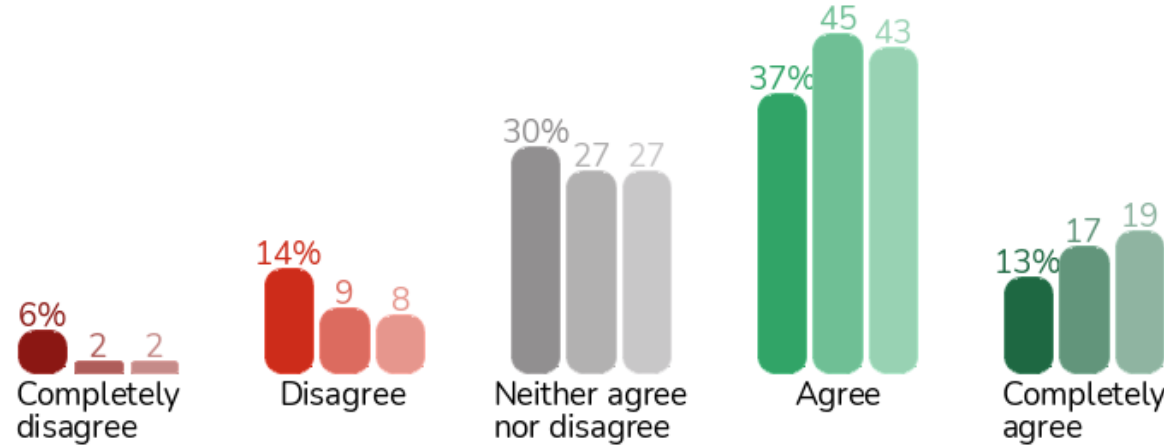
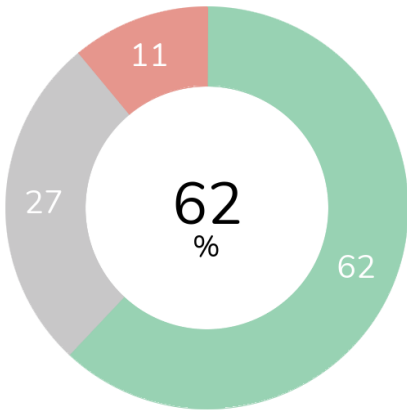
SELECTION



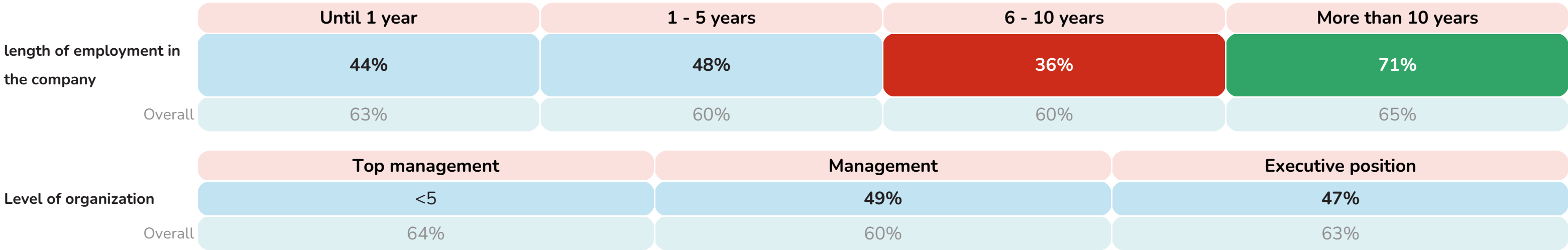
BUSINESS

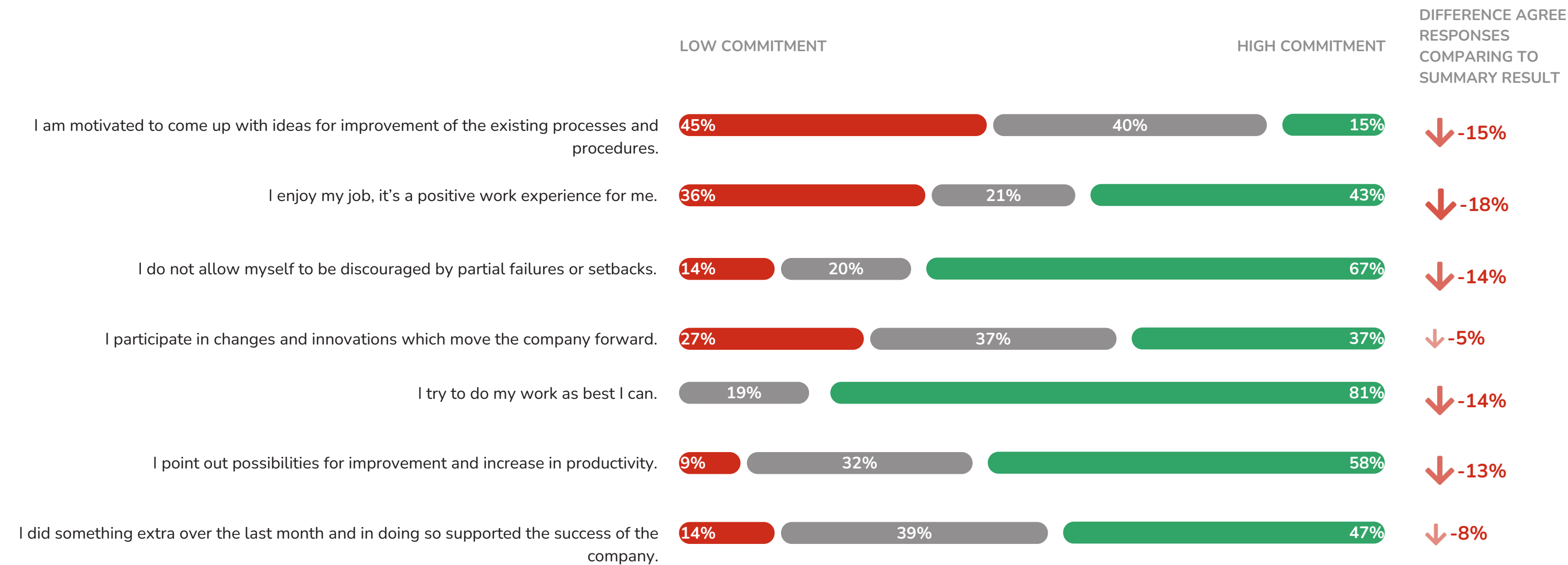


OVERALL



BY CATEGORY





COMMITMENT **vs** OTHER OBSERVED AREAS

STRONGEST IMPACT ON COMMITMENT

Members of top management act consistently and their decisions are consistent.

I have the possibility of expressing my opinion. I know that it will be taken seriously.

I know what my remit is and what is expected of me. I understand assignments set by my superior.

I know who I can turn to if I need specific information.

My line manager devotes time to me and is available for me when I need.

My line manager supports my development. He/she involves me in activities, thanks to which I learn new things.

Top management provides timely and effective information about company strategy and key information.

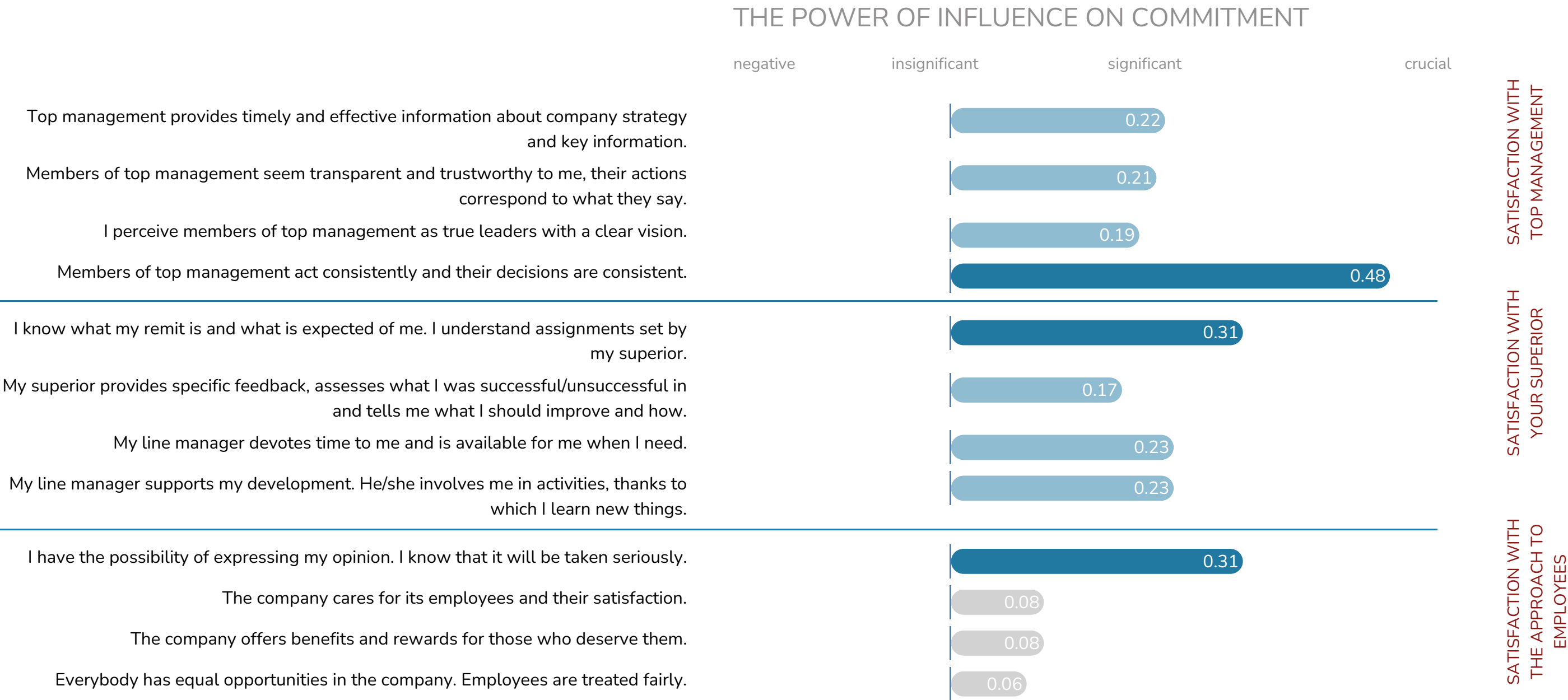
I have good friends among my colleagues.

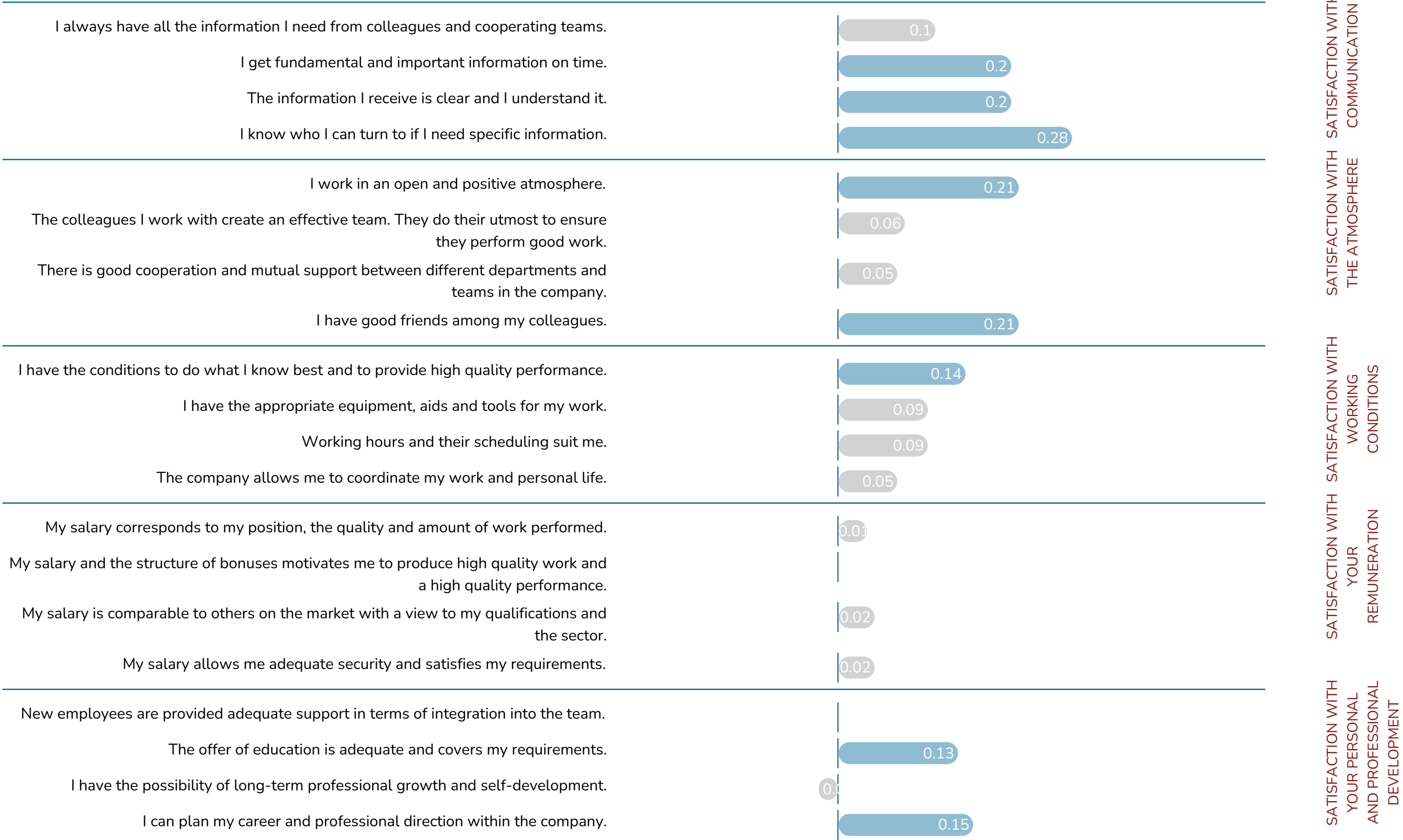
I work in an open and positive atmosphere.

Members of top management seem transparent and trustworthy to me, their actions correspond to what they say.

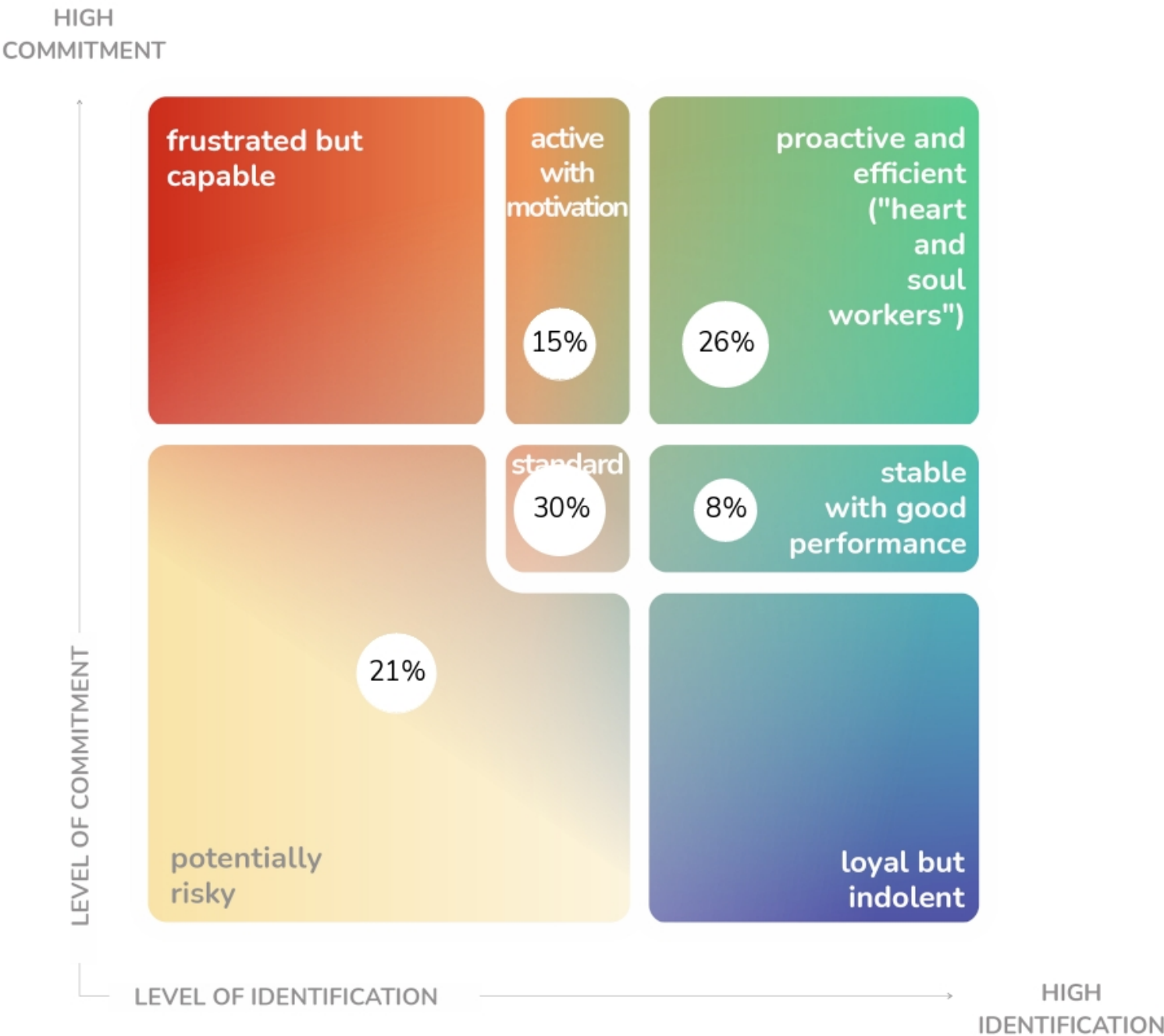
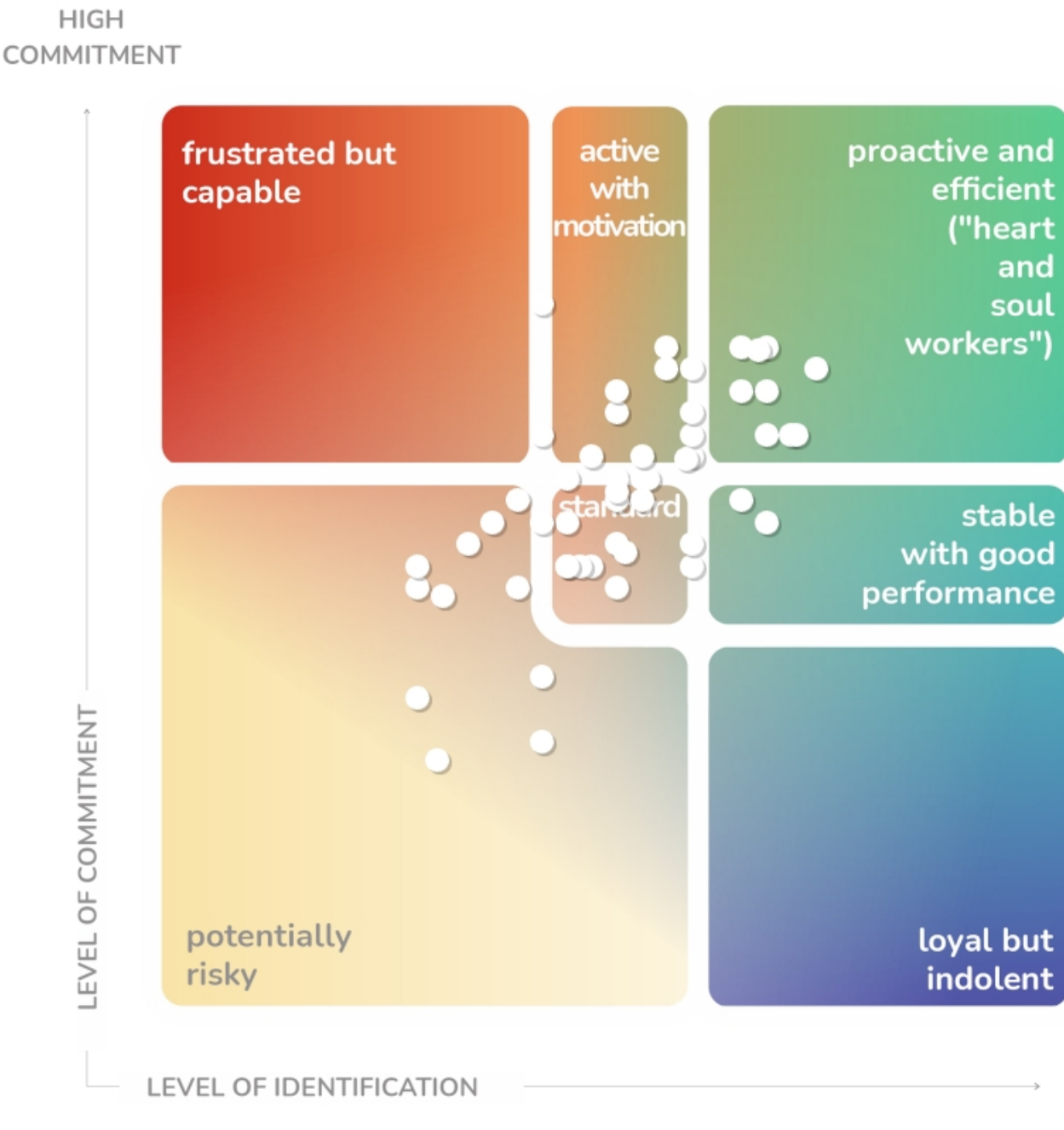
COMMITMENT vs OTHER OBSERVED AREAS

The graph shows the correlation of statements with commitment.
The influence is divided into the following levels for clarity: negative insignificant significant crucial





COMMITMENT *vs* IDENTIFICATION



Note. Charts show distribution of employees by overall degree of commitment and identification. The level of commitment and identification then defines individual categories, which are named after the prevalent attitude in given group. The manner of depiction bases on the presumption that high degree of both commitment and identification are desirable, while low degrees of both areas are not. The left chart shows individual respondents. The right chart reflects the percentual representation of respondents in individual categories.

SATISFACTION BY OVERALL SATISFACTION RATE

	OVERALL DISSATISFACTION			OVERALL SATISFACTION	PRIORITY BY IMPORTANCE	INFLUENCE ON IDENTIFICATION / COMMITMENT
I know who I can turn to if I need specific information.	8%	22%		71%	1.9	I C
I know what my remit is and what is expected of me. I understand assignments set by my superior.	6%	27%		67%	1.9	I C
New employees are provided adequate support in terms of integration into the team.	16%	20%		64%	2.1	I C
Members of top management seem transparent and trustworthy to me, their actions correspond to what they say.	10%	27%		63%	1.9	I C
The colleagues I work with create an effective team. They do their utmost to ensure they perform good work.	18%	25%		57%	1.9	I C
I have good friends among my colleagues.	18%	27%		55%	2.7	I C
I have the conditions to do what I know best and to provide high quality performance.	22%	32%		46%	2	I C
Working hours and their scheduling suit me.	22%	33%		45%	2	I C
I have the appropriate equipment, aids and tools for my work.	22%	33%		45%	2	I C
The offer of education is adequate and covers my requirements.	28%	32%		40%	2.1	I C
I work in an open and positive atmosphere.	25%	35%		39%	2.1	I C

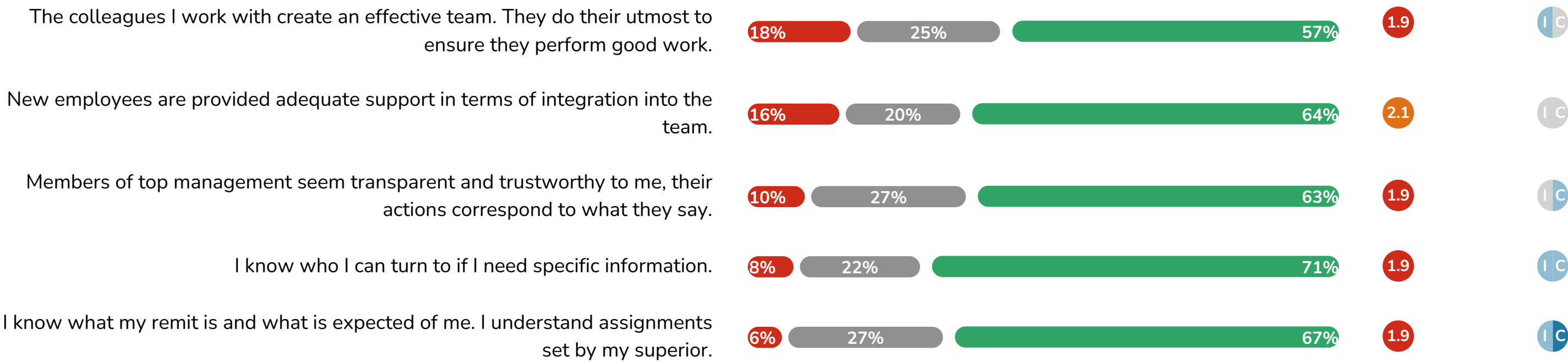
I always have all the information I need from colleagues and cooperating teams.	<div><div>22%</div><div>41%</div><div>37%</div></div>	1.8	I C
My line manager devotes time to me and is available for me when I need.	<div><div>27%</div><div>35%</div><div>37%</div></div>	2	I C
My line manager supports my development. He/she involves me in activities, thanks to which I learn new things.	<div><div>27%</div><div>35%</div><div>37%</div></div>	2	I C
I have the possibility of expressing my opinion. I know that it will be taken seriously.	<div><div>22%</div><div>42%</div><div>36%</div></div>	2.2	I C
My superior provides specific feedback, assesses what I was successful/unsuccessful in and tells me what I should improve and how.	<div><div>31%</div><div>33%</div><div>35%</div></div>	2.2	I C
I can plan my career and professional direction within the company.	<div><div>40%</div><div>25%</div><div>35%</div></div>	2.3	I C
The company allows me to coordinate my work and personal life.	<div><div>32%</div><div>34%</div><div>34%</div></div>	1.8	I C
Top management provides timely and effective information about company strategy and key information.	<div><div>38%</div><div>28%</div><div>34%</div></div>	2.7	I C
I have the possibility of long-term professional growth and self-development.	<div><div>33%</div><div>35%</div><div>33%</div></div>	2.3	I C
The information I receive is clear and I understand it.	<div><div>37%</div><div>29%</div><div>33%</div></div>	1.8	I C
I get fundamental and important information on time.	<div><div>37%</div><div>29%</div><div>33%</div></div>	1.8	I C
Members of top management act consistently and their decisions are consistent.	<div><div>29%</div><div>48%</div><div>23%</div></div>	2.6	I C
There is good cooperation and mutual support between different departments and teams in the company.	<div><div>43%</div><div>39%</div><div>18%</div></div>	2.5	I C
Everybody has equal opportunities in the company. Employees are treated fairly.	<div><div>53%</div><div>29%</div><div>18%</div></div>	1.9	I C



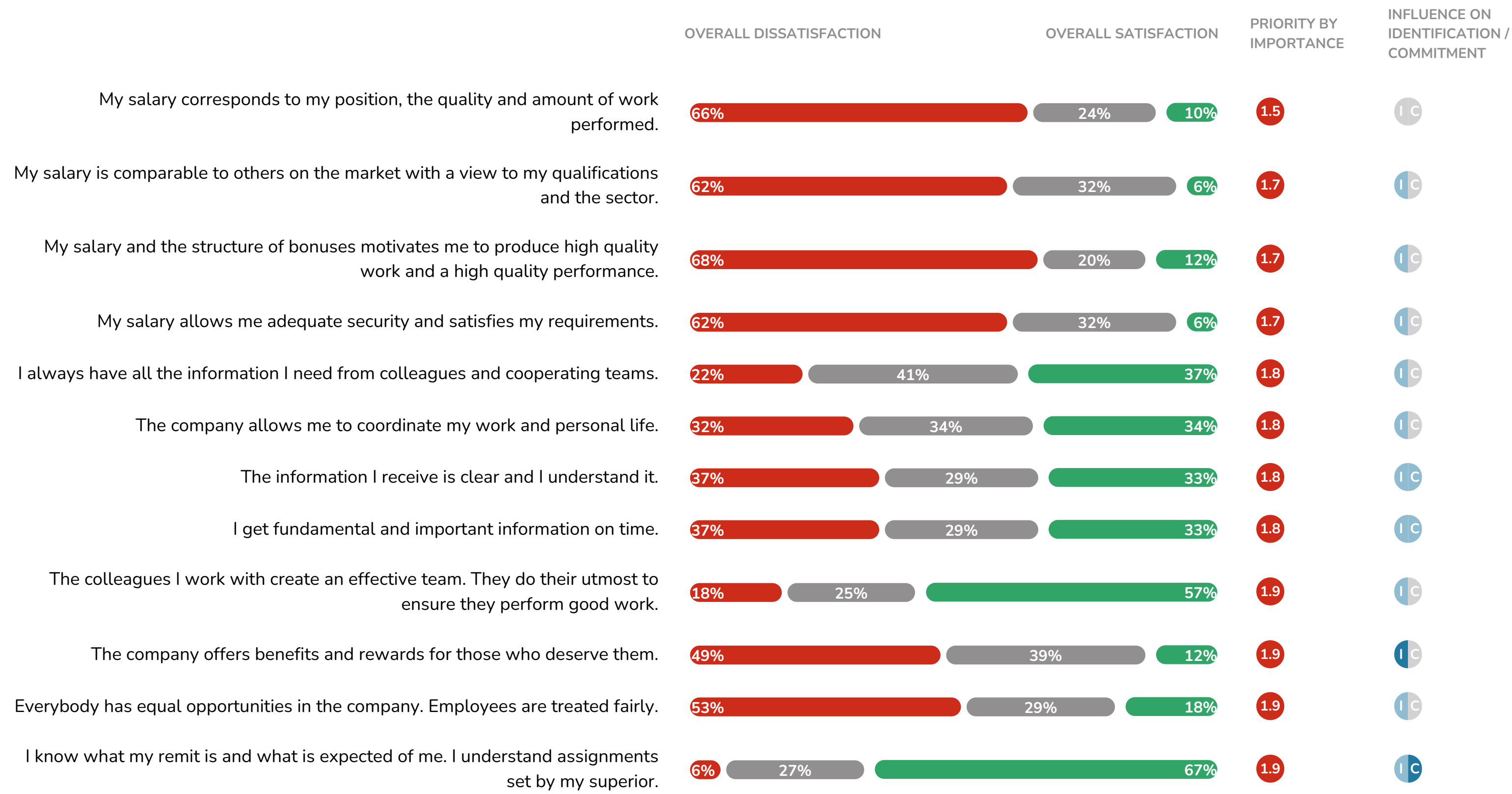
SATISFACTION BY OVERALL DISSATISFACTION RATE

	OVERALL DISSATISFACTION	OVERALL SATISFACTION	PRIORITY BY IMPORTANCE	INFLUENCE ON IDENTIFICATION / COMMITMENT
My salary and the structure of bonuses motivates me to produce high quality work and a high quality performance.	68%	20%12%	1.7	I C
My salary corresponds to my position, the quality and amount of work performed.	66%	24%10%	1.5	I C
My salary allows me adequate security and satisfies my requirements.	62%	32%6%	1.7	I C
My salary is comparable to others on the market with a view to my qualifications and the sector.	62%	32%6%	1.7	I C
Everybody has equal opportunities in the company. Employees are treated fairly.	53%	29%18%	1.9	I C
The company cares for its employees and their satisfaction.	49%	39%12%	1.9	I C
The company offers benefits and rewards for those who deserve them.	49%	39%12%	1.9	I C
There is good cooperation and mutual support between different departments and teams in the company.	43%	39%18%	2.5	I C
I can plan my career and professional direction within the company.	40%	25%35%	2.3	I C
Top management provides timely and effective information about company strategy and key information.	38%	28%34%	2.7	I C
I get fundamental and important information on time.	37%	29%33%	1.8	I C
The information I receive is clear and I understand it.	37%	29%33%	1.8	I C

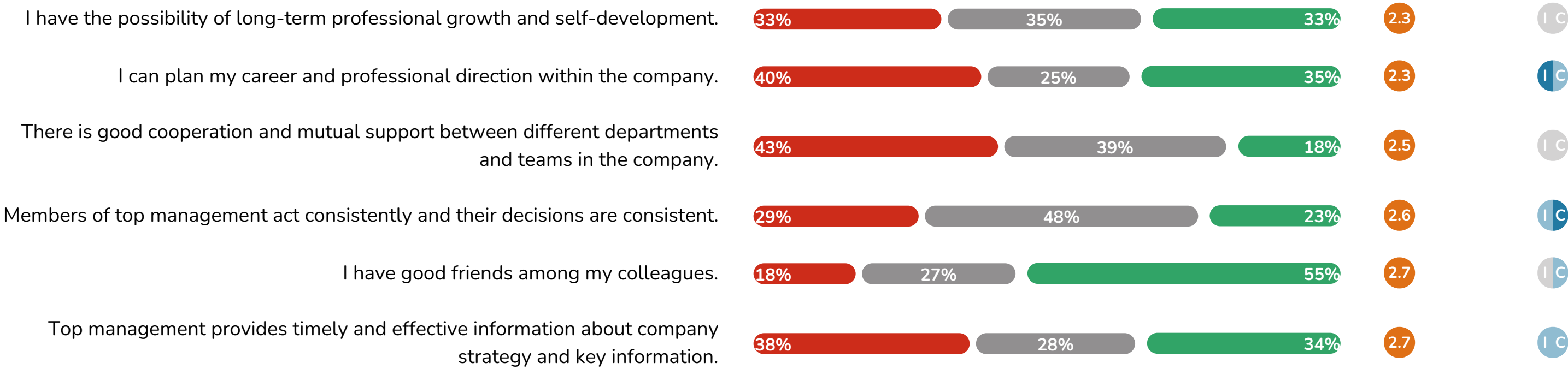
I have the possibility of long-term professional growth and self-development.	<div><div>33%</div><div>35%</div><div>33%</div></div>	2.3	I C
The company allows me to coordinate my work and personal life.	<div><div>32%</div><div>34%</div><div>34%</div></div>	1.8	I C
My superior provides specific feedback, assesses what I was successful/unsuccessful in and tells me what I should improve and how.	<div><div>31%</div><div>33%</div><div>35%</div></div>	2.2	I C
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The offer of education is adequate and covers my requirements.	<div><div>28%</div><div>32%</div><div>40%</div></div>	2.1	I C
My line manager supports my development. He/she involves me in activities, thanks to which I learn new things.	<div><div>27%</div><div>35%</div><div>37%</div></div>	2	I C
My line manager devotes time to me and is available for me when I need.	<div><div>27%</div><div>35%</div><div>37%</div></div>	2	I C
I perceive members of top management as true leaders with a clear vision.	<div><div>25%</div><div>58%</div><div>17%</div></div>	2.2	I C
I work in an open and positive atmosphere.	<div><div>25%</div><div>35%</div><div>39%</div></div>	2.1	I C
I have the possibility of expressing my opinion. I know that it will be taken seriously.	<div><div>22%</div><div>42%</div><div>36%</div></div>	2.2	I C
I always have all the information I need from colleagues and cooperating teams.	<div><div>22%</div><div>41%</div><div>37%</div></div>	1.8	I C
Working hours and their scheduling suit me.	<div><div>22%</div><div>33%</div><div>45%</div></div>	2	I C
I have the appropriate equipment, aids and tools for my work.	<div><div>22%</div><div>33%</div><div>45%</div></div>	2	I C
I have the conditions to do what I know best and to provide high quality performance.	<div><div>22%</div><div>32%</div><div>46%</div></div>	2	I C
I have good friends among my colleagues.	<div><div>18%</div><div>27%</div><div>55%</div></div>	2.7	I C



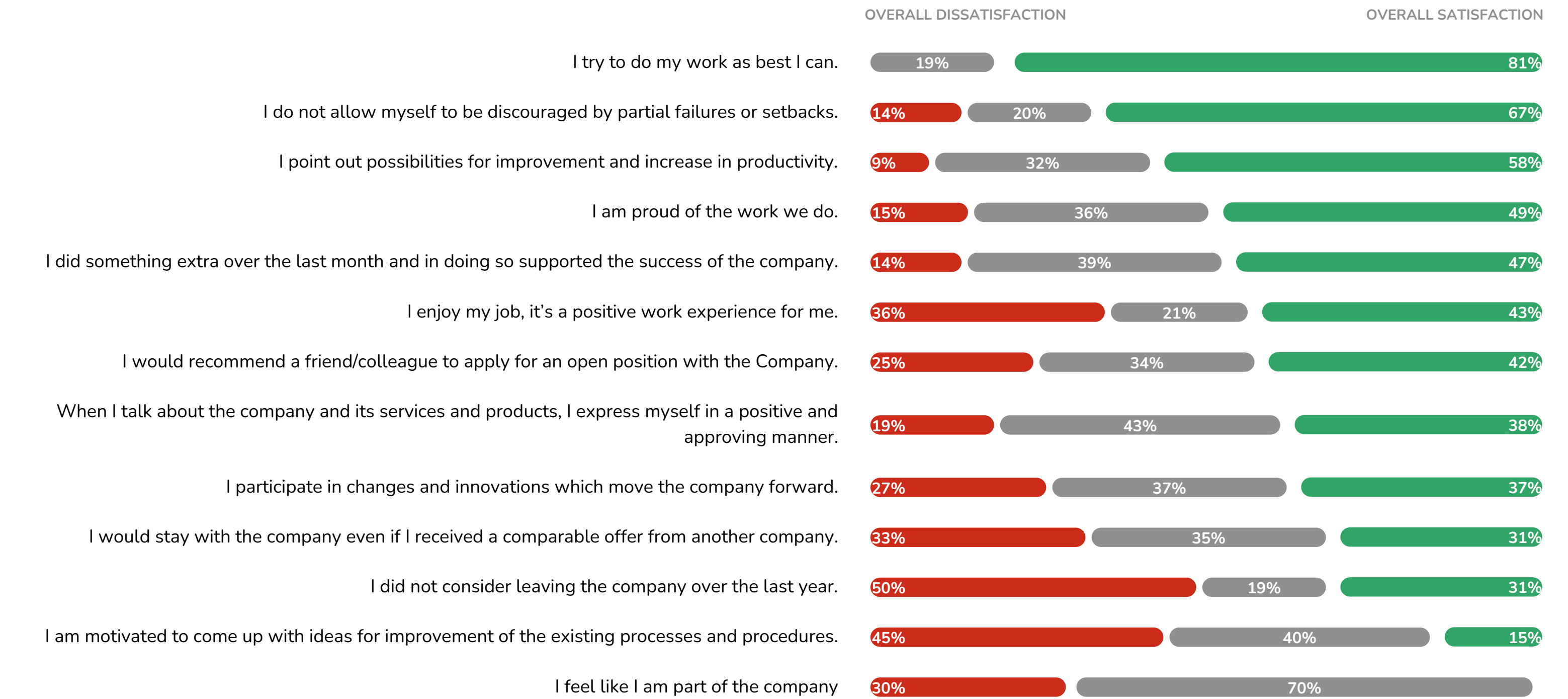
SATISFACTION BY IMPORTANCE







COMMITMENT, IDENTIFICATION BY OVERALL SATISFACTION RATE



COMMITMENT, IDENTIFICATION BY OVERALL DISSATISFACTION RATE

