

# Employee Demographic Report 2017

## Prepared for: Company XYZ



	OVERALL		LENGTH OF SERVICE					AGE						GENDER		ETHNIC BACKGROUND						STATUS		JOB ROLE						DEPARTMENT												
	% Agreement	% Disagreement	Less than one year	One year to less than two years	Two years to less than five years	Five years to less than ten years	Ten years or more	Less than 21	21 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Above 65	Female	Male	Black or African-American	Asian	White or Caucasian	Hispanic or Latino	Native American (not Pacific Islander)	Pacific Islander	Bi-Racial or Multi-Racial	Full-Time	Part-Time	Administrative/Clerical	Customer Service/Collector/Chat	Compliance/QA	Manager or Supervisor - Operations	Manager or Supervisor - Non Operations	Professional (Legal/Accounting)	Executive	Other	Collections - First Party	Collections - Third Party	Customer Service/Support/Chat	Legal and/or Compliance/QA	Marketing/Sales	Admin(HR, IT, Acctg, Finance)	Other		
Total number of responses: 106																																										
<b>LEADERSHIP AND PLANNING</b>																																										
I understand the long-term strategy of this organization	95	1	97	89	97	100	91	x	84	100	100	92	100	0	96	94	x	100	100	88	0	x	60	95	100	93	100	98	82	96	100	100	100	90	0	92	x	100	x	100		
I have confidence in the leadership of this organization	97	0	97	94	100	100	91	x	95	100	100	85	100	0	98	96	x	100	99	100	0	x	60	97	100	93	100	100	91	100	91	91	91	80	0	100	x	100	x	100		
The leaders of this organization care about their employees' well being	95	1	97	89	100	92	91	x	95	95	100	85	100	0	96	94	x	100	97	94	0	x	60	95	100	86	100	98	91	100	91	91	91	80	0	100	x	100	x	94		
Senior leaders live the core values of the organization	92	1	97	78	94	100	91	x	89	95	95	85	100	0	93	92	x	100	95	94	0	x	40	92	100	93	83	98	70	100	82	82	82	90	0	92	x	100	x	88		
There is adequate planning of departmental objectives	89	5	86	83	97	73	91	x	95	86	91	77	100	0	89	88	x	100	87	100	0	x	60	88	100	86	83	95	73	87	91	91	91	70	0	92	x	83	x	88		
There is adequate follow-through of departmental objectives	87	5	90	72	94	73	91	x	84	86	91	77	100	0	91	82	x	100	87	100	0	x	20	86	100	86	83	95	55	91	82	82	82	60	0	92	x	92	x	81		
The leaders of this organization are open to input from employees	93	1	97	89	100	75	91	x	95	93	100	77	100	0	94	92	x	100	95	94	0	x	60	93	100	86	100	98	82	96	91	91	91	70	0	100	x	100	x	84		
<b>Leadership and Planning - AVERAGE</b>	<b>93</b>	<b>2</b>	<b>94</b>	<b>85</b>	<b>98</b>	<b>87</b>	<b>91</b>	<b>x</b>	<b>91</b>	<b>94</b>	<b>97</b>	<b>82</b>	<b>100</b>	<b>0</b>	<b>94</b>	<b>91</b>	<b>0</b>	<b>100</b>	<b>94</b>	<b>96</b>	<b>0</b>	<b>0</b>	<b>51</b>	<b>92</b>	<b>100</b>	<b>89</b>	<b>93</b>	<b>97</b>	<b>78</b>	<b>96</b>	<b>90</b>	<b>90</b>	<b>90</b>	<b>79</b>	<b>0</b>	<b>95</b>	<b>0</b>	<b>96</b>	<b>0</b>	<b>92</b>		
<b>CORPORATE CULTURE AND COMMUNICATIONS</b>																																										
This organization's corporate communications are frequent enough	92	3	93	83	100	83	91	x	95	95	100	77	100	0	93	92	x	100	95	88	0	x	60	93	80	86	100	98	82	96	82	82	82	70	0	100	x	100	x	94		
This organization's corporate communications are detailed enough	93	1	93	83	100	92	91	x	84	98	100	77	100	0	94	92	x	100	95	100	0	x	60	94	80	79	100	98	91	96	91	91	91	60	0	100	x	100	x	94		
I have a good understanding of how this organization is doing financially	94	0	97	83	97	100	91	x	84	100	100	85	100	0	93	96	x	100	97	88	0	x	80	95	80	86	100	95	91	100	91	91	91	90	0	100	x	100	x	94		
I can trust what this organization tells me	96	0	97	94	97	100	91	x	95	98	100	85	100	0	96	96	x	100	97	100	0	x	60	96	100	93	100	98	91	100	91	91	91	90	0	100	x	100	x	94		
This organization treats me like a person, not a number	95	1	97	100	97	92	82	x	89	100	100	85	83	0	96	94	x	100	97	94	0	x	60	95	100	93	100	95	91	96	100	100	100	80	0	100	x	100	x	100		
This organization gives me enough recognition for work that is well done	87	4	97	72	92	83	73	x	84	91	91	69	83	0	89	85	x	100	88	88	0	x	60	86	100	79	83	90	73	91	91	91	91	70	0	83	x	100	x	100		
Staffing levels are adequate to provide quality products/services	83	9	90	78	89	67	73	x	68	88	91	69	100	0	85	81	x	100	84	88	0	x	40	84	60	86	83	83	73	91	73	73	73	80	0	83	x	100	x	76		
Quality is a top priority with this organization	95	1	100	94	94	83	100	x	95	95	100	85	100	0	93	98	x	100	95	94	0	x	100	95	100	100	100	95	91	96	91	91	91	90	0	100	x	100	x	94		
Safety is a top priority with this organization	93	0	97	89	97	82	91	x	89	98	95	77	100	0	94	92	x	100	93	94	0	x	80	94	80	86	83	98	91	96	91	91	91	90	0	92	x	100	x	94		
I believe there is a spirit of cooperation within this organization	94	2	100	83	100	83	91	x	95	98	100	77	100	0	96	92	x	100	97	88	0	x	60	94	100	93	100	98	82	96	91	91	91	90	0	100	x	100	x	88		
My employer enables a culture of diversity	98	1	100	94	100	92	100	x	95	100	100	92	100	0	100	96	x	100	99	100	0	x	80	98	100	100	100	100	91	96	100	100	100	100	90	0	100	x	100	x	94	
I like the people I work with at this organization	98	1	100	94	100	92	100	x	95	100	100	92	100	0	100	96	x	100	99	100	0	x	80	98	100	100	100	100	91	96	100	100	100	100	90	0	100	x	100	x	94	
At this organization, employees have fun at work	95	2	98	96	98	85	91	x	94	98	95	86	100	0	85	96	x	100	97	88	0	x	60	96	100	86	100	95	91	100	91	91	91	80	0	100	x	100	x	94		
I feel I can express my honest opinions without fear of negative consequences	95	2	98	96	98	85	91	x	94	98	95	86	100	0	85	96	x	100	97	88	0	x	60	96	100	86	100	95	91	100	91	91	91	80	0	100	x	100	x	94		
Changes that may affect me are communicated to me prior to implementation	95	2	98	96	98	85	91	x	94	98	95	86	100	0	85	96	x	100	97	88	0	x	60	96	100	86	100	95	91	100	91	91	91	80	0	100	x	100	x	94		
<b>Corporate Culture and Communications - AVERAGE</b>	<b>94</b>	<b>2</b>	<b>98</b>	<b>89</b>	<b>97</b>	<b>87</b>	<b>90</b>	<b>x</b>	<b>90</b>	<b>97</b>	<b>97</b>	<b>82</b>	<b>100</b>	<b>0</b>	<b>92</b>	<b>93</b>	<b>x</b>	<b>100</b>	<b>95</b>	<b>92</b>	<b>0</b>	<b>x</b>	<b>67</b>	<b>94</b>	<b>92</b>	<b>89</b>	<b>97</b>	<b>95</b>	<b>87</b>	<b>97</b>	<b>91</b>	<b>91</b>	<b>91</b>	<b>82</b>	<b>0</b>	<b>97</b>	<b>x</b>	<b>100</b>	<b>x</b>	<b>93</b>		
<b>ROLE SATISFACTION</b>																																										
I like the type of work that I do	92	5	90	83	97	92	100	x	84	93	100	92	100	0	93	92	x	100	92	100	0	x	60	94	60	86	100	100	64	100	82	82	82	80	0	100	x	100	x	88		
I am given enough authority to make decisions I need to make	94	3	93	94	97	92	91	x	89	95	100	85	100	0	96	92	x	100	95	100	0	x	60	95	80	86	100	98	91	96	91	91	91	90	0	100	x	100	x	88		
I believe my job is secure	91	2	93	78	94	100	82	x	79	95	100	85	67	0	91	90	x	100	93	94	0	x	60	91	80	71	83	95	91	96	91	91	91	60	0	92	x	100	x	94		
Deadlines at this organization are realistic	88	4	100	67	86	83	100	x	84	84	95	85	100	0	87	88	x	80	88	88	0	x	80	87	100	93	83	85	91	87	91	91	91	90	0	92	x	83	x	82		
I feel I am valued in this organization	92	1	93	94	97	75	82	x	89	93	100	85	83	0	89	94	x	100	92	94	0	x	60	92	80	86	100	95	82	91	91	91	91	70	0	100	x	92	x	100		
I feel part of a team working toward a shared goal	92	1	93	83	97	92	91	x	84	98	95	77	100	0	93	92	x	100	95	94	0	x	60	92	100	86	100	95	91	91	91	91	91	60	0	100	x	100	x	100		
I am able to maintain a reasonable balance between work and my personal life	92	5	90	83	97	92	100	x	84	93	100	92	100	0	93	92	x	100	92	100	0	x	60	94	60	86	100	100	64	100	82	82	82	80	0	100	x	100	x	88		
My job makes good use of my skills and abilities	92	1	93	94	97	75	82	x	89	93	100	85	83	0	89	94	x	100	92	94	0	x	60	92	80	86	100	95	82	91	91	91	91	70	0	100	x	92	x	100		
I have a clear understanding of my job role	92	1	93	94	97	75	82	x	89	93	100	85	83	0	89	94	x	100	92	94	0	x	60	92	80	86	100	95	82	91	91	91	91	70	0	100	x	92	x			

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Total number of responses: 106	29	18	36	12	11	3	19	43	22	13	6	56	65	54	52	2	5	75	17	2	5	101	5	14	6	41	11	15	8	5	6	10	0	85	1	12	1	17			
<b>TRAINING, DEVELOPMENT AND RESOURCES</b>																																									
This organization provided as much initial training as I needed	74	9	69	61	80	92	73	x	53	74	91	77	83	0	76	73	x	100	74	88	0	x	20	74	80	79	100	80	64	70	55	55	55	60	0	83	x	75	x	69	
This organization provides as much ongoing training as I need	82	4	79	82	86	83	73	x	79	83	91	69	83	0	83	80	x	100	78	94	0	x	60	82	80	79	100	85	82	77	73	73	73	70	0	92	x	91	x	88	
This organization provides the technology, equipment and resources I need to do my job well	91	3	93	72	100	83	91	x	79	95	95	77	100	0	93	88	x	100	92	100	0	x	60	90	100	93	83	98	73	87	91	91	91	70	0	83	x	92	x	100	
The computer or other hardware I use to do my job is dependable	74	9	69	61	80	92	73	x	53	74	91	77	83	0	76	73	x	100	74	88	0	x	20	74	80	79	100	80	64	70	55	55	55	60	0	83	x	75	x	69	
The software and program applications I use to do my job are adequate	74	9	69	61	80	92	73	x	53	74	91	77	83	0	76	73	x	100	74	88	0	x	20	74	80	79	100	80	64	70	55	55	55	60	0	83	x	75	x	69	
Technology issues are resolved in a timely manner	74	9	69	61	80	92	73	x	53	74	91	77	83	0	76	73	x	100	74	88	0	x	20	74	80	79	100	80	64	70	55	55	55	60	0	83	x	75	x	69	
Technology issues affecting my work are communicated to me in a timely manner	74	9	69	61	80	92	73	x	53	74	91	77	83	0	76	73	x	100	74	88	0	x	20	74	80	79	100	80	64	70	55	55	55	60	0	83	x	75	x	69	
I understand what is expected for career advancement	74	9	69	61	80	92	73	x	53	74	91	77	83	0	76	73	x	100	74	88	0	x	20	74	80	79	100	80	64	70	55	55	55	60	0	83	x	75	x	69	
I am encouraged to explore growth or advancement opportunities within the organization	74	10	67	61	86	67	82	x	56	71	95	69	83	0	74	74	x	100	73	82	0	x	20	74	80	69	100	88	64	61	50	50	50	60	0	91	x	50	x	82	
There is room for me to advance at this organization	91	3	93	72	100	83	91	x	79	95	95	77	100	0	93	88	x	100	92	100	0	x	60	90	100	93	83	98	73	87	91	91	91	70	0	83	x	92	x	100	
I trust that if I do good work, I will be considered for a promotion	88	4	100	67	86	83	100	x	84	84	95	85	100	0	87	88	x	80	88	88	0	x	80	87	100	93	83	85	91	87	91	91	91	90	0	92	x	83	x	82	
<b>Training, Development and Resources - AVERAGE</b>	<b>79</b>	<b>7</b>	<b>77</b>	<b>66</b>	<b>85</b>	<b>86</b>	<b>79</b>	<b>x</b>	<b>63</b>	<b>79</b>	<b>93</b>	<b>76</b>	<b>88</b>	<b>0</b>	<b>80</b>	<b>78</b>	<b>x</b>	<b>98</b>	<b>79</b>	<b>90</b>	<b>0</b>	<b>x</b>	<b>36</b>	<b>79</b>	<b>85</b>	<b>82</b>	<b>95</b>	<b>85</b>	<b>69</b>	<b>74</b>	<b>66</b>	<b>66</b>	<b>66</b>	<b>65</b>	<b>0</b>	<b>86</b>	<b>x</b>	<b>78</b>	<b>x</b>	<b>79</b>	
<b>PAY AND BENEFITS</b>																																									
My pay is fair for the work I perform	76	18	79	61	86	67	73	x	63	77	91	69	67	0	78	75	x	100	77	76	0	x	40	76	80	71	67	80	45	83	91	91	91	40	0	92	x	83	x	65	
Overall, I'm satisfied with this organization's benefits package	89	1	92	72	97	92	82	x	83	91	95	85	83	0	90	88	x	100	89	94	0	x	60	90	67	79	83	92	91	91	90	90	90	90	90	0	92	x	100	x	65
I'm satisfied with the amount of vacation (or Paid Time Off)	89	1	88	78	94	92	91	x	78	90	100	85	100	0	88	90	x	100	91	81	0	x	60	90	67	79	100	92	80	95	80	80	80	90	0	100	x	91	x	71	
I'm satisfied with the sick leave policy	89	1	96	78	91	83	91	x	83	90	91	85	100	0	90	88	x	100	92	81	0	x	60	90	67	79	83	87	91	100	89	89	89	90	0	92	x	100	x	69	
I'm satisfied with the amount of healthcare paid for	74	9	69	61	80	92	73	x	53	74	91	77	83	0	76	73	x	100	74	88	0	x	20	74	80	79	100	80	64	70	55	55	55	60	0	83	x	75	x	69	
I'm satisfied with the dental benefits	76	18	79	61	86	67	73	x	63	77	91	69	67	0	78	75	x	100	77	76	0	x	40	76	80	71	67	80	45	83	91	91	91	40	0	92	x	83	x	65	
I'm satisfied with the vision care benefits	88	1	92	69	94	89	82	x	86	87	100	70	80	0	89	86	x	100	85	100	0	x	50	88	67	79	100	85	91	94	88	88	88	89	0	100	x	100	x	58	
I'm satisfied with the retirement plan benefits	82	4	79	82	86	83	73	x	79	83	91	69	83	0	83	80	x	100	78	94	0	x	60	82	80	79	100	85	82	77	73	73	73	70	0	92	x	91	x	88	
I'm satisfied with the life insurance benefits	88	4	100	67	86	83	100	x	84	84	95	85	100	0	87	88	x	80	88	88	0	x	80	87	100	93	83	85	91	87	91	91	91	90	0	92	x	83	x	82	
I'm satisfied with the disability benefits	92	2	97	89	86	92	100	x	95	84	100	92	100	0	91	92	x	100	91	88	0	x	100	91	100	79	100	90	100	96	91	91	91	90	0	92	x	92	x	94	
I'm satisfied with the tuition reimbursement benefits	90	5	97	83	89	75	100	x	84	88	95	85	100	0	91	88	x	100	89	88	0	x	80	89	100	86	83	83	82	91	91	91	91	70	0	92	x	92	x	100	
<b>Pay and Benefits - AVERAGE</b>	<b>85</b>	<b>6</b>	<b>88</b>	<b>73</b>	<b>89</b>	<b>83</b>	<b>85</b>	<b>x</b>	<b>77</b>	<b>84</b>	<b>95</b>	<b>79</b>	<b>88</b>	<b>0</b>	<b>85</b>	<b>84</b>	<b>x</b>	<b>98</b>	<b>85</b>	<b>87</b>	<b>0</b>	<b>x</b>	<b>59</b>	<b>89</b>	<b>100</b>	<b>79</b>	<b>88</b>	<b>86</b>	<b>78</b>	<b>88</b>	<b>84</b>	<b>84</b>	<b>84</b>	<b>74</b>	<b>0</b>	<b>92</b>	<b>x</b>	<b>90</b>	<b>x</b>	<b>75</b>	
<b>OVERALL ENGAGEMENT</b>																																									
Overall, I am very satisfied with my employer	92	3	93	83	94	92	100	x	84	98	91	85	100	0	93	92	x	100	95	88	0	x	60	92	100	100	83	95	82	91	91	91	91	80	0	92	x	92	x	94	
Most days, I look forward to going to work	90	5	97	83	89	75	100	x	84	88	95	85	100	0	91	88	x	100	89	88	0	x	80	89	100	86	83	83	82	91	91	91	91	70	0	92	x	92	x	100	
My job provides me with a sense of meaning and purpose	91	2	93	78	94	100	82	x	79	95	100	85	67	0	91	90	x	100	93	94	0	x	60	91	80	71	83	95	91	96	91	91	91	60	0	92	x	100	x	94	
I am proud to work for this organization	90	5	97	83	89	75	100	x	84	88	95	85	100	0	91	88	x	100	89	88	0	x	80	89	100	86	83	83	82	91	91	91	91	70	0	92	x	92	x	100	
I feel this organization has created an environment where I can do my best work	90	5	97	83	89	75	100	x	84	88	95	85	100	0	91	88	x	100	89	88	0	x	80	89	100	86	83	83	82	91	91	91	91	70	0	92	x	92	x	100	
I am willing to give extra effort to help this organization succeed	90	5	97	83	89	75	100	x	84	88	95	85	100	0	91	88	x	100	89	88	0	x	80	89	100	86	83	83	82	91	91	91	91	70	0	92	x	92	x	100	
I plan to continue my career with this organization for at least two more years	91	2	93	78	94	100	82	x	79	95	100	85	67	0	91	90	x	100	93	94	0	x	60	91	80	71	83	95	91	96	91	91	91	60	0	92	x	100	x	94	
I would recommend this organization's products/services to a friend	94	1	96	83	94	100	100	x	84	97	95	92	100	0	96	92	x	80	96	94	0	x	80	95	80	93	83	95	91	100	88	88	88	100	0	92	x	100	x	88	
I would recommend working here to a friend	94	0	97	89	97	92	91	x	84	100	100	77	100	0	96	92	x	100	97	94	0	x	40	94	100	93	100	98	82	96	91	91	91	80	0	100	x	100	x	94	