

Sample Exit Interview Survey

Organisation Benchmark Report

Interpreting this Report

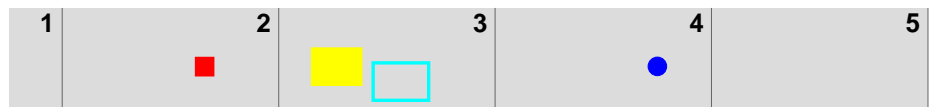
This report "benchmarks" the Customer Service department ratings against those of other departments that were surveyed.

The "normal range" is 3 standard deviations from the mean of the data entered.

Benchmarks

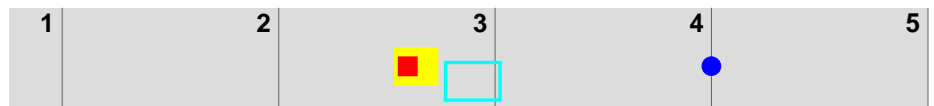
■ Customer Service ● Required Benchmark ■ Asia Pacific □ United States

Training



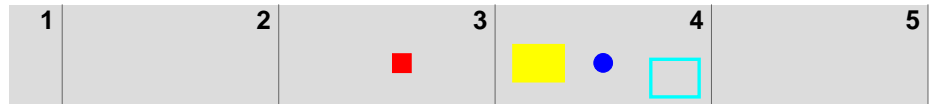
Score for customer service is 1.66. This compares with a range of 2.15 to 2.39 for the Asia Pacific region, and 2.44 and 2.69 for the United States.

Salary and Benefits



Score for customer service is 2.60. This compares with a range of 2.53 to 2.74 for the Asia Pacific region, and 2.77 and 3.02 for the United States.

Supervisor Performance



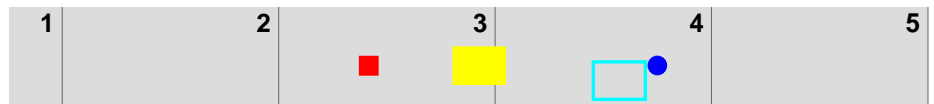
Score for customer service is 2.57. This compares with a range of 3.08 to 3.32 for the Asia Pacific region, and 3.72 and 3.94 for the United States.

The Role



Score for customer service is 3.39. This compares with a range of 3.30 to 3.48 for the Asia Pacific region, and 3.48 and 3.67 for the United States.

Employment Conditions



Score for customer service is 2.42. This compares with a range of 2.80 to 3.05 for the Asia Pacific region, and 3.45 and 3.69 for the United States.

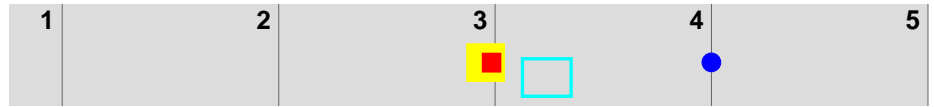
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Benchmarks

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Job Performance



Score for customer service is 2.98. This compares with a range of 2.87 to 3.04 for the Asia Pacific region, and 3.13 and 3.35 for the United States.