

# Employee Demographic Report 2017

## Prepared for: XYZ Company

# Best Companies Group

	OVERALL		LENGTH OF SERVICE					GENERATION					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	Generation Z (Born after 1997)	The Millennial Generation (Born 1981 to 1997)	Generation X (Born 1965 to 1980)	The Baby Boomer Generation (Born 1946 to 1964)	The Silent Generation (Born 1925 to 1945)	The Greatest Generation (Born before 1925)	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 / Care / Support / Chat	Legal and / or Compliance / QA	Marketing / Sales	Admin (HR, IT, Acctg, Finance)	Other		
Total number of responses: 255			52	73	58	52	10	0	75	103	62	4	0	117	113	5	2	203	3	0	0	0	252	3	10	1	55	76	37	21	3	2	115	1	1	4	86	1	47		
<b>LEADERSHIP AND PLANNING</b>																																									
I understand the long-term strategy of this organization	87	8	94	82	90	87	90	0	93	88	87	x	0	87	92	100	x	90	x	0	0	x	87	x	80	x	98	84	87	79	x	x	90	x	x	x	85	x	100		
I have confidence in the leadership of this organization	80	10	90	74	83	73	100	0	83	81	76	x	0	78	89	80	x	85	x	0	0	x	80	x	90	x	93	79	78	58	x	x	82	x	x	x	83	x	100		
The leaders of this organization care about their employees' well being	80	12	88	77	72	77	100	0	79	79	80	x	0	80	82	80	x	82	x	0	0	x	80	x	90	x	88	78	82	63	x	x	76	x	x	x	85	x	86		
Senior leaders live the core values of the organization	82	9	82	84	79	83	90	0	79	84	83	x	0	83	86	80	x	85	x	0	0	x	82	x	90	x	88	76	87	67	x	x	89	x	x	x	83	x	100		
There is adequate planning of departmental objectives	64	21	73	64	53	65	80	0	55	60	69	x	0	62	68	80	x	66	x	0	0	x	63	x	80	x	74	63	61	50	x	x	69	x	x	x	70	x	86		
There is adequate follow-through of departmental objectives	66	18	81	60	59	67	90	0	69	63	67	x	0	68	70	80	x	69	x	0	0	x	66	x	70	x	77	68	63	46	x	x	66	x	x	x	72	x	86		
The leaders of this organization are open to input from employees	78	14	85	74	74	81	100	0	72	79	80	x	0	80	80	80	x	80	x	0	0	x	78	x	90	x	88	76	76	71	x	x	79	x	x	x	80	x	100		
<b>Leadership and Planning - AVERAGE</b>	<b>77</b>	<b>13</b>	<b>85</b>	<b>74</b>	<b>73</b>	<b>76</b>	<b>93</b>	<b>0</b>	<b>76</b>	<b>76</b>	<b>77</b>	<b>x</b>	<b>0</b>	<b>77</b>	<b>81</b>	<b>83</b>	<b>x</b>	<b>80</b>	<b>x</b>	<b>0</b>	<b>0</b>	<b>x</b>	<b>77</b>	<b>x</b>	<b>83</b>	<b>x</b>	<b>86</b>	<b>75</b>	<b>76</b>	<b>62</b>	<b>x</b>	<b>x</b>	<b>79</b>	<b>x</b>	<b>x</b>	<b>x</b>	<b>80</b>	<b>x</b>	<b>94</b>		
<b>CORPORATE CULTURE AND COMMUNICATIONS</b>																																									
This organization values corporate communications are frequent enough	84	9	90	82	81	77	100	0	83	84	80	x	0	81	88	100	x	83	x	0	0	x	84	x	100	x	89	84	80	79	x	x	87	x	x	x	85	x	100		
This organization values corporate communications are detailed enough	82	10	90	81	78	77	100	0	90	80	81	x	0	77	90	100	x	82	x	0	0	x	82	x	90	x	89	82	78	79	x	x	89	x	x	x	80	x	100		
I have a good understanding of how this organization is doing financially	73	14	77	64	70	81	90	0	69	74	76	x	0	69	76	40	x	73	x	0	0	x	73	x	90	x	82	68	70	75	x	x	76	x	x	x	65	x	100		
I can trust what this organization tells me	76	11	77	73	79	75	100	0	76	76	76	x	0	74	83	80	x	78	x	0	0	x	77	x	90	x	89	75	72	67	x	x	73	x	x	x	80	x	86		
This organization treats me like a person, not a number	82	13	79	81	84	79	100	0	79	81	83	x	0	79	89	80	x	83	x	0	0	x	82	x	90	x	95	78	80	75	x	x	76	x	x	x	87	x	100		
This organization gives me enough recognition for work that is well done	70	20	75	66	71	63	100	0	69	65	78	x	0	71	73	80	x	70	x	0	0	x	70	x	90	x	82	67	70	50	x	x	61	x	x	x	76	x	86		
Staffing levels are adequate to provide quality products/services	54	30	77	51	50	42	50	0	66	50	50	x	0	54	58	80	x	56	x	0	0	x	54	x	50	x	56	57	55	42	x	x	56	x	x	x	52	x	86		
Quality is a top priority with this organization	72	19	85	70	66	67	80	0	90	68	67	x	0	68	80	100	x	74	x	0	0	x	71	x	80	x	72	78	70	58	x	x	71	x	x	x	80	x	86		
Safety is a top priority with this organization	85	2	91	80	79	87	100	0	93	85	79	x	0	90	83	100	x	86	x	0	0	x	85	x	100	x	88	91	86	67	x	x	83	x	x	x	90	x	100		
I believe there is a spirit of cooperation within this organization	85	6	88	79	86	87	100	0	86	85	87	x	0	85	88	100	x	85	x	0	0	x	85	x	100	x	89	86	85	75	x	x	85	x	x	x	91	x	100		
My employer enables a culture of diversity	86	7	88	85	84	90	100	0	90	85	85	x	0	85	88	100	x	87	x	0	0	x	86	x	100	x	93	84	79	100	x	x	94	x	x	x	93	x	100		
I like the people I work with at this organization	98	2	98	97	96	98	100	0	90	99	98	x	0	98	96	100	x	97	x	0	0	x	98	x	100	x	100	99	97	92	x	x	98	x	x	x	98	x	100		
At this organization, employees have fun at work	88	6	88	85	91	87	100	0	90	88	89	x	0	86	94	100	x	89	x	0	0	x	88	x	100	x	96	86	85	83	x	x	92	x	x	x	89	x	100		
I feel I can express my honest opinions without fear of negative consequences	81	13	85	79	79	79	100	0	76	81	78	x	0	84	82	80	x	83	x	0	0	x	81	x	60	x	93	84	79	63	x	x	79	x	x	x	89	x	86		
Changes that may affect me are communicated to me prior to implementation	67	23	81	68	60	58	90	0	62	64	74	x	0	66	70	80	x	68	x	0	0	x	67	x	80	x	82	70	57	54	x	x	66	x	x	x	74	x	86		
<b>Corporate Culture and Communications - AVERAGE</b>	<b>79</b>	<b>12</b>	<b>85</b>	<b>76</b>	<b>77</b>	<b>76</b>	<b>94</b>	<b>0</b>	<b>80</b>	<b>78</b>	<b>79</b>	<b>x</b>	<b>0</b>	<b>78</b>	<b>83</b>	<b>88</b>	<b>x</b>	<b>80</b>	<b>x</b>	<b>0</b>	<b>0</b>	<b>x</b>	<b>79</b>	<b>x</b>	<b>84</b>	<b>x</b>	<b>87</b>	<b>79</b>	<b>76</b>	<b>71</b>	<b>x</b>	<b>x</b>	<b>79</b>	<b>x</b>	<b>x</b>	<b>x</b>	<b>82</b>	<b>x</b>	<b>94</b>		
<b>ROLE SATISFACTION</b>																																									
I like the type of work that I do	85	8	81	82	90	90	100	0	76	84	91	x	0	87	89	80	x	87	x	0	0	x	85	x	70	x	96	83	85	75	x	x	82	x	x	x	96	x	100		
I am given enough authority to make decisions I need to make	86	8	85	82	86	92	100	0	86	85	89	x	0	88	87	80	x	87	x	0	0	x	86	x	80	x	93	89	83	75	x	x	87	x	x	x	93	x	86		
I believe my job is secure	87	7	83	85	84	94	100	0	86	87	85	x	0	88	88	60	x	88	x	0	0	x	87	x	90	x	96	83	85	83	x	x	87	x	x	x	87	x	86		
Deadlines at this organization are realistic	70	18	80	70	66	63	90	0	82	68	65	x	0	68	77	100	x	73	x	0	0	x	70	x	78	x	77	72	67	61	x	x	74	x	x	x	67	x	100		
I feel I am valued in this organization	78	10	75	71	83	79	100	0	69	75	81	x	0	77	81	80	x	78	x	0	0	x	78	x	60	x	95	72	78	63	x	x	73	x	x	x	80	x	100		
I feel part of a team working toward a shared goal	87	8	85	84	84	92	100	0	83	85	85	x	0	87	90	80	x	87	x	0	0	x	87	x	80	x	98	84	86	79	x	x	89	x	x	x	89	x	100		
I am able to maintain a reasonable balance between work and my personal life	77	15	88	74	69	77	90	0	83	75	72	x	0	79	77	80	x	78	x	0	0	x	77	x	80	x	77	80	76	67	x	x	73	x	x	x	83	x	100		
My job makes good use of my skills and abilities	80	10	75	74	88	87	100	0	66	77	89	x	0	79	88	100	x	81	x	0	0	x	81	x	40	x	95	75	84	71	x	x	74	x	x	x	87	x	100		
I have a clear understanding of my job role	87	9	96	86	84	87	100	0	93	88	83	x	0	89	88	100	x	88	x	0	0	x	87	x	90	x	95	87	85	83	x	x	90	x	x	x	93	x	86		
I understand the importance of my role to the success of the organization	87	8	88	82	86	92	100	0	83	88	83	x	0	84	92	100	x	86	x	0	0	x	87	x	90																

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	Total number of responses: 255		52	73	58	52	10	0	75	103	62	4	0	117	113	5	2	203	3	0	0	3	252	3	10	1	55	76	87	21	3	2	115	1	1	4	86	1	47		
<b>TRAINING, DEVELOPMENT AND RESOURCES</b>																																									
This organization provided as much initial training as I needed	53	34	69	45	48	48	88	0	52	49	60	x	0	53	55	80	x	55	x	0	0	x	52	x	80	x	58	49	55	33	x	x	42	x	x	x	67	x	86		
This organization provides as much ongoing training as I need	64	25	77	60	59	60	70	0	69	62	61	x	0	64	68	80	x	67	x	0	0	x	63	x	70	x	72	66	61	46	x	x	58	x	x	x	74	x	86		
This organization provides the technology, equipment and resources I need to do my job well	89	5	88	88	93	85	100	0	86	92	81	x	0	86	94	80	x	90	x	0	0	x	89	x	90	x	95	88	90	79	x	x	95	x	x	x	87	x	100		
The computer or other hardware I use to do my job is dependable	96	3	96	96	97	96	100	0	93	96	98	x	0	97	97	80	x	98	x	0	0	x	96	x	100	x	100	93	98	92	x	x	95	x	x	x	100	x	100		
The software and program applications I use to do my job are adequate	86	9	87	79	86	96	90	0	86	88	83	x	0	87	90	80	x	88	x	0	0	x	86	x	90	x	93	79	89	83	x	x	89	x	x	x	83	x	100		
Technology issues are resolved in a timely manner	84	7	88	78	79	88	100	0	86	84	85	x	0	84	87	80	x	85	x	0	0	x	83	x	90	x	88	79	84	83	x	x	82	x	x	x	89	x	100		
Technology issues affecting my work are communicated to me in a timely manner	88	8	87	85	91	88	100	0	90	91	83	x	0	89	89	80	x	90	x	0	0	x	88	x	80	x	95	88	84	92	x	x	89	x	x	x	87	x	100		
I understand what is expected for career advancement	65	24	73	53	69	73	80	0	72	66	69	x	0	60	77	80	x	67	x	0	0	x	65	x	80	x	86	59	61	50	x	x	69	x	x	x	72	x	86		
I am encouraged to explore growth or advancement opportunities within the organization	73	13	82	69	71	71	90	0	76	75	70	x	0	69	79	80	x	74	x	0	0	x	73	x	100	x	84	70	67	71	x	x	77	x	x	x	82	x	86		
There is room for me to advance at this organization	80	11	90	75	78	81	80	0	86	81	72	x	0	77	85	100	x	82	x	0	0	x	80	x	78	x	93	80	74	75	x	x	87	x	x	x	85	x	100		
I trust that if I do good work, I will be considered for a promotion	72	18	84	63	78	65	100	0	79	72	69	x	0	73	76	80	x	75	x	0	0	x	72	x	56	x	88	74	67	58	x	x	76	x	x	x	76	x	86		
<b>Training, Development and Resources - AVERAGE</b>	<b>77</b>	<b>14</b>	<b>84</b>	<b>72</b>	<b>77</b>	<b>77</b>	<b>91</b>	<b>0</b>	<b>80</b>	<b>78</b>	<b>76</b>	<b>x</b>	<b>0</b>	<b>76</b>	<b>82</b>	<b>82</b>	<b>x</b>	<b>79</b>	<b>x</b>	<b>0</b>	<b>0</b>	<b>x</b>	<b>77</b>	<b>x</b>	<b>83</b>	<b>x</b>	<b>86</b>	<b>75</b>	<b>75</b>	<b>69</b>	<b>x</b>	<b>x</b>	<b>78</b>	<b>x</b>	<b>x</b>	<b>x</b>	<b>82</b>	<b>x</b>	<b>94</b>		
<b>PAY AND BENEFITS</b>																																									
My pay is fair for the work I perform	62	27	73	52	62	60	100	0	55	53	76	x	0	63	65	40	x	64	x	0	0	x	62	x	50	x	67	45	74	63	x	x	44	x	x	x	70	x	100		
Overall, I'm satisfied with this organization's value benefits package	77	11	90	75	74	71	100	0	86	74	76	x	0	77	81	100	x	79	x	0	0	x	78	x	90	x	82	75	77	70	x	x	77	x	x	x	78	x	100		
I'm satisfied with the amount of vacation (or Paid Time Off)	86	6	88	84	86	90	90	0	83	87	89	x	0	88	85	100	x	89	x	0	0	x	86	x	80	x	96	81	86	79	x	x	89	x	x	x	89	x	100		
I'm satisfied with the sick leave policy	84	6	88	78	87	88	89	0	75	84	86	x	0	88	80	75	x	86	x	0	0	x	84	x	67	x	90	79	87	78	x	x	83	x	x	x	84	x	100		
I'm satisfied with the amount of healthcare paid for	81	9	92	77	82	75	100	0	81	84	75	x	0	81	83	100	x	83	x	0	0	x	82	x	67	x	91	84	76	73	x	x	83	x	x	x	80	x	100		
I'm satisfied with the dental benefits	75	10	81	76	73	69	89	0	74	76	73	x	0	77	75	100	x	78	x	0	0	x	75	x	33	x	89	70	74	75	x	x	71	x	x	x	79	x	100		
I'm satisfied with the vision care benefits	81	5	91	79	82	70	88	0	78	82	72	x	0	78	83	100	x	81	x	0	0	x	81	x	70	x	89	83	74	79	x	x	78	x	x	x	80	x	100		
I'm satisfied with the retirement plan benefits	74	12	78	71	78	65	100	0	86	76	62	x	0	71	82	100	x	76	x	0	0	x	74	x	78	x	85	74	69	67	x	x	67	x	x	x	80	x	100		
I'm satisfied with the life insurance benefits	85	2	90	82	82	84	100	0	90	86	79	x	0	81	88	100	x	85	x	0	0	x	85	x	80	x	89	85	81	87	x	x	80	x	x	x	78	x	100		
I'm satisfied with the disability benefits	83	3	92	77	80	84	100	0	86	85	76	x	0	78	88	100	x	83	x	0	0	x	83	x	80	x	87	82	79	87	x	x	80	x	x	x	77	x	100		
I'm satisfied with the tuition reimbursement benefits	69	8	80	62	69	65	100	0	57	69	72	x	0	66	74	100	x	70	x	0	0	x	69	x	44	x	87	69	63	59	x	x	63	x	x	x	59	x	100		
<b>Pay and Benefits - AVERAGE</b>	<b>78</b>	<b>9</b>	<b>86</b>	<b>74</b>	<b>78</b>	<b>75</b>	<b>96</b>	<b>0</b>	<b>77</b>	<b>78</b>	<b>76</b>	<b>x</b>	<b>0</b>	<b>77</b>	<b>80</b>	<b>92</b>	<b>x</b>	<b>80</b>	<b>x</b>	<b>0</b>	<b>0</b>	<b>x</b>	<b>78</b>	<b>x</b>	<b>67</b>	<b>x</b>	<b>87</b>	<b>75</b>	<b>76</b>	<b>74</b>	<b>x</b>	<b>x</b>	<b>74</b>	<b>x</b>	<b>x</b>	<b>x</b>	<b>78</b>	<b>x</b>	<b>100</b>		
<b>OVERALL ENGAGEMENT</b>																																									
Overall, I am very satisfied with my employer	89	6	90	84	90	94	100	0	86	88	93	x	0	89	93	100	x	90	x	0	0	x	89	x	90	x	98	83	89	88	x	x	87	x	x	x	96	x	100		
Most days, I look forward to going to work	75	13	79	77	74	65	100	0	69	73	74	x	0	73	83	80	x	75	x	0	0	x	75	x	90	x	82	75	77	70	x	x	73	x	x	x	85	x	86		
My job provides me with a sense of meaning and purpose	74	15	69	68	74	83	100	0	66	72	80	x	0	74	81	80	x	75	x	0	0	x	74	x	50	x	84	68	76	75	x	x	69	x	x	x	76	x	86		
I am proud to work for this organization	87	5	87	84	86	90	100	0	86	86	87	x	0	85	92	80	x	88	x	0	0	x	87	x	90	x	95	86	85	83	x	x	89	x	x	x	89	x	86		
I feel this organization has created an environment where I can do my best work	78	11	81	74	78	77	100	0	79	79	72	x	0	76	86	80	x	79	x	0	0	x	78	x	90	x	93	76	74	63	x	x	81	x	x	x	80	x	86		
I am willing to give extra effort to help this organization succeed	93	3	94	93	91	94	100	0	90	92	98	x	0	93	96	100	x	94	x	0	0	x	93	x	80	x	98	89	94	96	x	x	90	x	x	x	96	x	100		
I plan to continue my career with this organization for at least two more years	83	7	85	75	83	90	100	0	86	80	80	x	0	82	90	100	x	84	x	0	0	x	83	x	80	x	93	80	81	79	x	x	82	x	x	x	87	x	86		
I would recommend this organization's products/services to a friend	83	6	84	82	79	83	100	0	86	80	83	x	0	83	89	80	x	85	x	0	0	x	83	x	80	x	91	83	81	75	x	x	82	x	x	x	81	x	86		
I would recommend working here to a friend	82	7	81	81	83	77	100	0	86	78	83	x	0	78	92	100	x	83	x	0	0	x	81	x	70	x	88	80	82	79	x	x	79	x	x	x	87	x	86		
<b>Overall Engagement - AVERAGE</b>	<b>83</b>	<b>8</b>	<b>83</b>	<b>80</b>	<b>82</b>	<b>84</b>	<b>100</b>	<b>0</b>	<b>82</b>	<b>81</b>	<b>81</b>	<b>x</b>	<b>0</b>	<b>81</b>	<b>89</b>	<b>89</b>	<b>x</b>	<b>84</b>	<b>x</b>	<b>0</b>	<b>0</b>	<b>x</b>	<b>83</b>	<b>x</b>	<b>81</b>	<b>x</b>	<b>92</b>	<b>80</b>	<b>82</b>	<b>78</b>	<b>x</b>	<b>x</b>	<b>81</b>	<b>x</b>	<b>x</b>	<b>x</b>	<b>85</b>	<b>x</b>	<b>94</b>		
<b>SURVEY AVERAGE</b>	<b>82</b>	<b>10</b>	<b>86</b>	<b>78</b>	<b>80</b>	<b>82</b>	<b>94</b>	<b>0</b>	<b>82</b>	<b>81</b>	<b>81</b>	<b>x</b>	<b>0</b>	<b>81</b>	<b>85</b>	<b>90</b>	<b>x</b>	<b>82</b>	<b>x</b>	<b>0</b>	<b>0</b>	<b>x</b>	<b>81</b>	<b>x</b>	<b>81</b>	<b>x</b>	<b>89</b>	<b>80</b>	<b>80</b>												