

# Survey Results for Overall Organization

Part 1 Domain Report

Part 2 Performance Difference Report

Part 3 Quadrant Report

Part 4 Section Report






Part 5 Item Report

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# Domain Report

Number Responding: 7607

Nat'l Healthcare Avg 2003 = Norm Comp 1  
 2001 University of California San Francisco = Norm Comp 2

Domain  (rank ordered by performance score)	Performance  <u>Response Distribution</u>	Score	Importance		Norm Comp 1		Norm Comp 2	
			Score	Diff	Score	Diff	Score	Diff
Employee Domain	 9% 15% 77%	<b>3.98</b>	4.15	-0.17	3.91	0.07	3.77	0.21
Manager Domain	 15% 17% 69%	<b>3.78</b>	4.26	-0.48	3.69	0.09	3.66	0.12
Organization Domain	 20% 25% 55%	<b>3.43</b>	4.13	-0.70	3.44	-0.01	3.31	0.12
Commitment Indicator	 8% 15% 77%	<b>4.02</b>	4.14	-0.12	3.94	0.08	3.77	0.25
Overall Average (average of all items)	 15% 19% 67%	<b>3.64</b>	4.16	-0.52	3.62	0.02	3.50	0.14

Panel 1

Panel 2

Panel 3

Panel 4


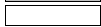

**Key:**

Panel 1 shows the performance response distribution and the mean performance score.

Panel 2 shows the importance score and the difference between the performance score and the importance score.

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**Performance Scale**  
(and Norm Scale)

- 1 = strongly disagree
- 2 = disagree
- 3 = neutral
- 4 = agree
- 5 = strongly agree

**Importance Scale**

- 1 = relatively unimportant
- 2 = somewhat important
- 3 = important
- 4 = very important
- 5 = extremely important

# Performance Difference Report<sub>sm</sub>

(rank ordered by norm 1 difference)

Nat'l Healthcare Avg 2003 = Norm Comp 1  
2001 University of California San Francisco = Norm Comp 2

	Domain	Performance Score	Norm 1 Score	Norm 1 Diff	Norm 2 Score	Norm 2 Diff
26. I am satisfied with the information I receive about what is going on at UCSF.	O	3.75	3.36	0.39	3.64	0.11
29. I am satisfied with the recognition I receive from the person I report to for doing a good job.	M	3.62	3.31	0.31	3.43	0.19
34. I am satisfied with the performance appraisal system in my work unit.	M	3.36	3.06	0.30	2.95	0.41
47. My needs are satisfied by the benefits I receive.	O	3.58	3.32	0.26	3.54	0.04
50. When I make suggestions on how to improve work methods or procedures, they are seriously considered.	M	3.69	3.43	0.26	3.69	0.00
11. My work unit conducts business in an ethical manner.	E	4.09	3.84	0.25	3.58	0.51
14. My work unit demonstrates a commitment to workforce diversity.	E	3.98	3.74	0.24	3.75	0.23
38. I would recommend UCSF to friends or family who need care.	C	4.18	4.00	0.18	4.02	0.16
1. UCSF provides opportunities for career development.	O	3.65	3.48	0.17	3.58	0.07
43. I feel free to report instances of misconduct within UCSF.	O	3.60	3.45	0.15	3.40	0.20
27. I would recommend UCSF as a good place to work.	C	3.99	3.87	0.12	3.71	0.28
35. There is a climate of trust at UCSF.	O	3.26	3.14	0.12	3.04	0.22
33. Physicians/ faculty treat other UCSF staff members with respect.	O	3.41	3.30	0.11		
46. There is a climate of trust within my work unit.	E	3.56	3.45	0.11	3.50	0.06
42. My work unit is adequately staffed.	O	3.11	3.00	0.11	2.97	0.14
30. UCSF treats employees with respect.	O	3.65	3.55	0.10	3.39	0.26

Norm 1 Diff: is the difference between the performance score and the norm comparison 1 score.

Norm 2 Diff: is the difference between the performance score and the norm comparison 2 score.

O: Organization Domain  
M: Manager Domain  
E: Employee Domain  
C: Commitment Indicator

# Performance Difference Report<sub>sm</sub>

(rank ordered by norm 1 difference)

Nat'l Healthcare Avg 2003 = Norm Comp 1  
2001 University of California San Francisco = Norm Comp 2

	Domain	Performance Score	Norm 1 Score	Norm 1 Diff	Norm 2 Score	Norm 2 Diff
22. The person I report to holds employees accountable for being productive.	M	3.84	3.74	0.10	3.74	0.10
31. My work unit provides excellent service.	E	4.20	4.12	0.08	3.94	0.26
15. The person I report to supports my efforts to balance my work life and personal life.	M	3.94	3.86	0.08	3.77	0.17
36. There is effective communication up and down organizational levels at UCSF.	O	2.95	2.88	0.07	2.82	0.13
5. The person I report to treats me with respect.	M	4.10	4.03	0.07	4.01	0.09
28. I get the tools and resources (non-personnel) I need to do my job.	O	3.72	3.66	0.06	3.59	0.13
3. UCSF provides high-quality care and service.	O	4.10	4.05	0.05	3.91	0.19
12. The person I report to takes quality improvement seriously.	M	4.00	3.96	0.04		
49. I am a member of a work unit that works well together.	E	3.94	3.90	0.04	3.88	0.06
10. The person I report to has realistic expectations about what I can achieve.	M	3.84	3.80	0.04	3.82	0.02
48. The person I report to cares if I am satisfied with my work.	M	3.66	3.62	0.04	3.65	0.01
45. The person I report to is a good communicator.	M	3.68	3.65	0.03	3.63	0.05
9. UCSF has a good orientation program for new employees.	O	3.58	3.55	0.03	3.41	0.17
20. I am satisfied with my involvement in decisions that affect my work.	M	3.51	3.48	0.03	3.47	0.04
16. I would like to remain with UCSF for at least the next three years.	C	4.20	4.18	0.02		

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# Performance Difference Report<sup>sm</sup>

(rank ordered by norm 1 difference)

Nat'l Healthcare Avg 2003 = Norm Comp 1  
2001 University of California San Francisco = Norm Comp 2

	Domain	Performance Score	Norm 1 Score	Norm 1 Diff	Norm 2 Score	Norm 2 Diff
25. The person I report to supports me in developing new skills.	M	3.81	3.79	0.02	3.78	0.03
53. Overall, I am a satisfied employee.	C	3.70	3.69	0.01	3.59	0.11
7. I understand the connection between my work priorities and the goals of UCSF.	E	4.08	4.08	0.00	3.87	0.21
39. The person I report to encourages teamwork.	M	3.89	3.91	-0.02	3.87	0.02
37. My work unit uses our existing technology and equipment effectively.	E	3.88	3.90	-0.02	3.76	0.12
51. Different work units work well together in UCSF.	O	3.29	3.32	-0.03		
24. UCSF treats employee safety as a high priority.	O	3.74	3.78	-0.04	3.60	0.14
4. My job responsibilities are clear.	M	3.92	3.98	-0.06	3.77	0.15
8. Overall, I am satisfied with my compensation package (total pay, benefits, etc.).	O	3.14	3.20	-0.06	3.21	-0.07
6. UCSF hires qualified people.	O	3.52	3.59	-0.07	3.29	0.23
19. Communication between work units is effective within UCSF.	O	3.04	3.12	-0.08	3.07	-0.03
40. I believe the information from this survey will be used to make my work unit a better place to work.	O	3.42	3.51	-0.09	3.51	-0.09
13. I get the training I need to do a good job.	O	3.66	3.76	-0.10		
23. Upper management provides the leadership necessary for UCSF's continued success.	O	3.37	3.47	-0.10	3.44	-0.07
21. UCSF's hiring practices are fair.	O	3.54	3.65	-0.11	3.36	0.18

Norm 1 Diff: is the difference between the performance score and the norm comparison 1 score.

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# Performance Difference Report<sub>sm</sub>

(rank ordered by norm 1 difference)

Nat'l Healthcare Avg 2003 = Norm Comp 1  
2001 University of California San Francisco = Norm Comp 2

	Domain	Performance Score	Norm 1 Score	Norm 1 Diff	Norm 2 Score	Norm 2 Diff
2. My working conditions are safe.	O	3.82	3.94	-0.12	3.80	0.02
41. My pay is fair when compared with similar positions and employers in this area.	O	2.78	2.96	-0.18	2.64	0.14
52. I understand UCSF's mission, vision, values, and goals.	E	4.09	4.28	-0.19	3.88	0.21
32. UCSF facilities are clean and well-maintained.	O	3.53			3.31	0.22
17. UCSF provides adequate mentoring opportunities for employees.	O	3.25			3.02	0.23
44. UCSF makes adequate use of recognition and rewards other than money to encourage good performance.	O	3.16			2.85	0.31
18. The UCSF incentive pay/ performance award programs positively influence my performance.	O	3.06			2.93	0.13

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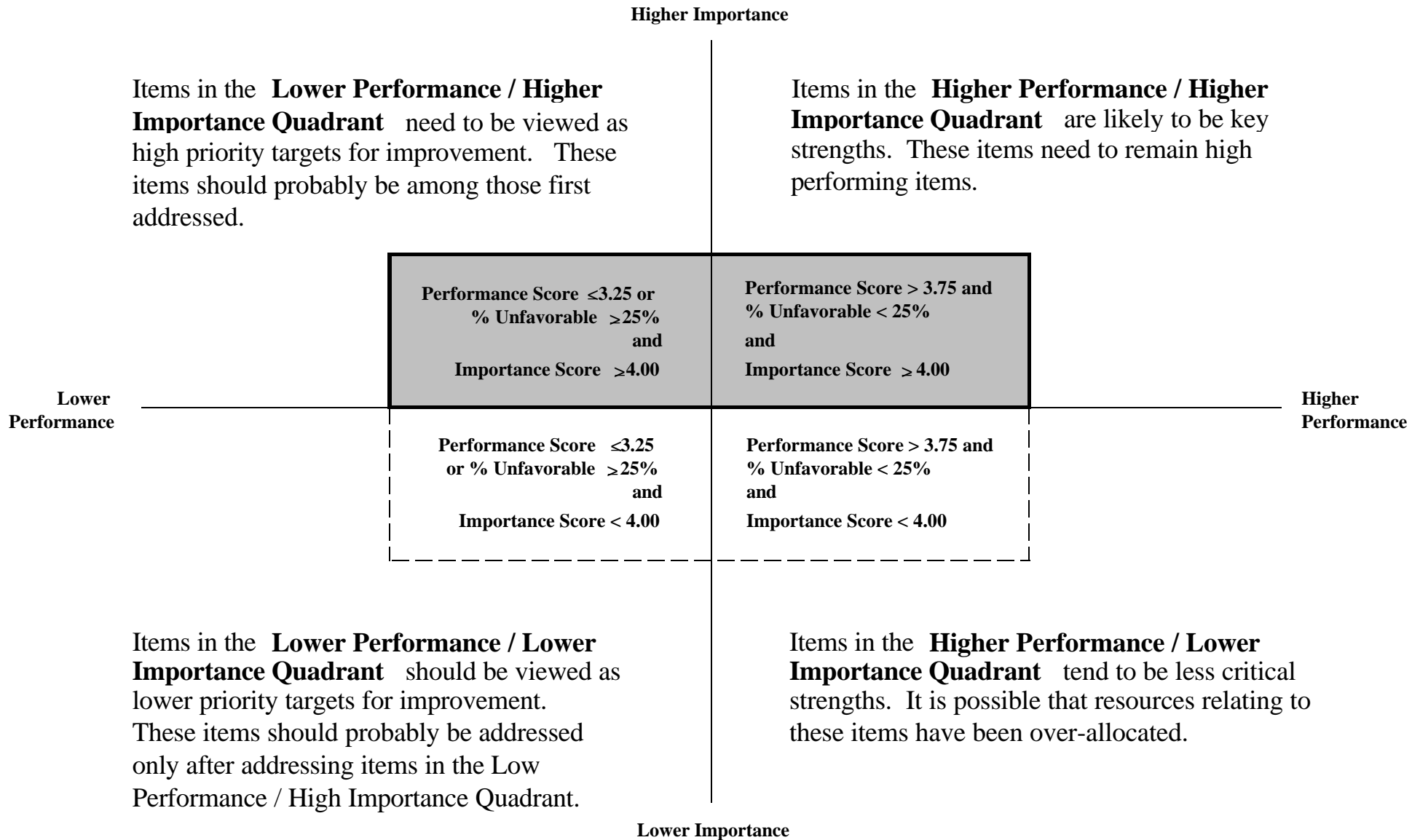
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# The Four Quadrants<sup>SM</sup>



Note: Only High Performance/High Importance and Low Performance/High Importance Quadrants are included.

# Quadrant Report<sup>sm</sup>

## High Performance / High Importance

Nat'l Healthcare Avg 2003 = Norm Comp 1  
2001 University of California San Francisco = Norm Comp 2

	Percentage Unfavorable	Performance Score	Importance Score	Norm 1 Score	Norm 1 Diff	Norm 2 Score
<b>Organization Domain</b>						
3. UCSF provides high-quality care and service.	4%	4.10	4.37	4.05	0.05	3.91
2. My working conditions are safe.	11%	3.82	4.33	3.94	-0.12	3.80
<b>Manager Domain</b>						
22. The person I report to holds employees accountable for being productive.	11%	3.84	4.09	3.74	0.10	3.74
15. The person I report to supports my efforts to balance my work life and personal life.	11%	3.94	4.40	3.86	0.08	3.77
5. The person I report to treats me with respect.	11%	4.10	4.62	4.03	0.07	4.01
12. The person I report to takes quality improvement seriously.	9%	4.00	4.16	3.96	0.04	
10. The person I report to has realistic expectations about what I can achieve.	13%	3.84	4.23	3.80	0.04	3.82
25. The person I report to supports me in developing new skills.	13%	3.81	4.23	3.79	0.02	3.78
39. The person I report to encourages teamwork.	13%	3.89	4.23	3.91	-0.02	3.87
4. My job responsibilities are clear.	11%	3.92	4.22	3.98	-0.06	3.77
<b>Employee Domain</b>						
11. My work unit conducts business in an ethical manner.	8%	4.09	4.41	3.84	0.25	3.58
31. My work unit provides excellent service.	5%	4.20	4.41	4.12	0.08	3.94
49. I am a member of a work unit that works well together.	11%	3.94	4.41	3.90	0.04	3.88
37. My work unit uses our existing technology and equipment effectively.	9%	3.88	4.06	3.90	-0.02	3.76
<b>Commitment Indicator</b>						
38. I would recommend UCSF to friends or family who need care.	4%	4.18	4.09	4.00	0.18	4.02
16. I would like to remain with UCSF for at least the next three years.	8%	4.20	4.08	4.18	0.02	

# Quadrant Report<sup>sm</sup>

## Low Performance / High Importance










Nat'l Healthcare Avg 2003 = Norm Comp 1  
2001 University of California San Francisco = Norm Comp 2

<b>Organization Domain</b>	<b>Percentage Unfavorable</b>	<b>Performance Score</b>	<b>Importance Score</b>	<b>Norm 1 Score</b>	<b>Norm 1 Diff</b>	<b>Norm 2 Score</b>
42. My work unit is adequately staffed.	34%	3.11	4.27	3.00	0.11	2.97
36. There is effective communication up and down organizational levels at UCSF.	34%	2.95	4.12	2.88	0.07	2.82
8. Overall, I am satisfied with my compensation package (total pay, benefits, etc.).	33%	3.14	4.47	3.20	-0.06	3.21
19. Communication between work units is effective within UCSF.	32%	3.04	4.07	3.12	-0.08	3.07
41. My pay is fair when compared with similar positions and employers in this area.	44%	2.78	4.37	2.96	-0.18	2.64

# Section Report

Number Responding: 7607

Nat'l Healthcare Avg 2003 = Norm Comp 1  
 2001 University of California San Francisco = Norm Comp 2

Section <small>(rank ordered by performance score)</small>	Performance <u>Response Distribution</u>	Score	Importance		Norm Comp 1		Norm Comp 2	
			Score	Diff	Score	Diff	Score	Diff
VII. Customer Service	 6% 14% 81%	<b>4.12</b>	4.26	-0.14	4.03	0.09	3.96	0.16
VIII. Job Satisfaction	 10% 15% 76%	<b>3.95</b>	4.17	-0.22	3.93	0.02	3.69	0.26
XII. Manager/Employee Relations	 14% 15% 72%	<b>3.87</b>	4.33	-0.46	3.84	0.03	3.84	0.03
VI. Quality of Work Life	 13% 18% 68%	<b>3.76</b>	4.28	-0.52	3.86	-0.10	3.62	0.14
V. Organizational Climate	 15% 22% 63%	<b>3.64</b>	4.14	-0.50	3.61	0.03	3.46	0.18
XI. Work Unit Climate	 15% 24% 61%	<b>3.64</b>	4.16	-0.52	3.54	0.10	3.71	-0.07
I. Career Development	 16% 24% 60%	<b>3.59</b>	4.04	-0.45	3.65	-0.06	3.45	0.14
X. Work Resources	 19% 18% 64%	<b>3.57</b>	4.18	-0.61	3.52	0.05	3.44	0.13
IX. Communication/Decision Making	 19% 22% 59%	<b>3.53</b>	4.09	-0.56	3.43	0.10	3.46	0.07


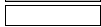

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**Performance Scale**  
(and Norm Scale)

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Section  (rank ordered by performance score)	Performance  <u>Response Distribution</u>	Score	Importance		Norm Comp 1		Norm Comp 2	
			Score	Diff	Score	Diff	Score	Diff
IV. Hiring/Promotions	 15%    29%    57%	<b>3.53</b>	4.14	-0.61	3.62	-0.09	3.33	0.20
III. Performance Management	 22%    24%    54%	<b>3.41</b>	4.01	-0.60	3.37	0.04	3.18	0.23
II. Compensation/Benefits	 31%    21%    48%	<b>3.17</b>	4.39	-1.22	3.16	0.01	3.13	0.04

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# Items In Sections Report

Number Responding: 7607

Nat'l Healthcare Avg 2003 = Norm Comp 1  
2001 University of California San Francisco = Norm Comp 2

Customer Service (rank ordered by performance score)	Performance		Importance		Norm Comp 1		Norm Comp 2	
	Response Distribution		Score	Score	Diff	Score	Diff	Score
31. My work unit provides excellent service.		<b>4.20</b> (7459)	4.41	-0.21	4.12	0.08	3.94	0.26
38. I would recommend UCSF to friends or family who need care.		<b>4.18</b> (7418)	4.09	0.09	4.00	0.18	4.02	0.16
3. UCSF provides high-quality care and service.		<b>4.10</b> (7453)	4.37	-0.27	4.05	0.05	3.91	0.19
12. The person I report to takes quality improvement seriously.		<b>4.00</b> (7466)	4.16	-0.16	3.96	0.04		

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# Items In Sections Report

Number Responding: 7607

Nat'l Healthcare Avg 2003 = Norm Comp 1  
2001 University of California San Francisco = Norm Comp 2

Job Satisfaction (rank ordered by performance score)	Performance		Importance		Norm Comp 1		Norm Comp 2	
	Response Distribution		Score	Score	Diff	Score	Diff	Score
16. I would like to remain with UCSF for at least the next three years.		<b>4.20</b> (7493)	4.08	0.12	4.18	0.02		
27. I would recommend UCSF as a good place to work.		<b>3.99</b> (7455)	3.93	0.06	3.87	0.12	3.71	0.28
4. My job responsibilities are clear.		<b>3.92</b> (7499)	4.22	-0.30	3.98	-0.06	3.77	0.15
53. Overall, I am a satisfied employee.		<b>3.70</b> (7455)	4.44	-0.74	3.69	0.01	3.59	0.11

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# Items In Sections Report

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Nat'l Healthcare Avg 2003 = Norm Comp 1  
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Manager/Employee Relations (rank ordered by performance score)	Performance		Importance		Norm Comp 1		Norm Comp 2		
	Response Distribution		Score	Score	Diff	Score	Diff	Score	Diff
5. The person I report to treats me with respect.			<b>4.10</b> (7501)	4.62	-0.52	4.03	0.07	4.01	0.09
39. The person I report to encourages teamwork.			<b>3.89</b> (7429)	4.23	-0.34	3.91	-0.02	3.87	0.02
10. The person I report to has realistic expectations about what I can achieve.			<b>3.84</b> (7480)	4.23	-0.39	3.80	0.04	3.82	0.02
48. The person I report to cares if I am satisfied with my work.			<b>3.66</b> (7459)	4.25	-0.59	3.62	0.04	3.65	0.01

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2001 University of California San Francisco = Norm Comp 2

Quality of Work Life (rank ordered by performance score)	Performance		Importance		Norm Comp 1		Norm Comp 2	
	Response Distribution		Score	Score	Diff	Score	Diff	Score
15. The person I report to supports my efforts to balance my work life and personal life.		<b>3.94</b> (7481)	4.40	-0.46	3.86	0.08	3.77	0.17
2. My working conditions are safe.		<b>3.82</b> (7518)	4.33	-0.51	3.94	-0.12	3.80	0.02
24. UCSF treats employee safety as a high priority.		<b>3.74</b> (7485)	4.25	-0.51	3.78	-0.04	3.60	0.14
32. UCSF facilities are clean and well-maintained.		<b>3.53</b> (7459)	4.14	-0.61			3.31	0.22

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2001 University of California San Francisco = Norm Comp 2

Organizational Climate (rank ordered by performance score)	Performance		Importance		Norm Comp 1		Norm Comp 2	
	Response Distribution		Score	Score	Diff	Score	Diff	Score
11. My work unit conducts business in an ethical manner.		<b>4.09</b> (7480)	4.41	-0.32	3.84	0.25	3.58	0.51
52. I understand UCSF's mission, vision, values, and goals.		<b>4.09</b> (7418)	3.86	0.23	4.28	-0.19	3.88	0.21
30. UCSF treats employees with respect.		<b>3.65</b> (7430)	4.37	-0.72	3.55	0.10	3.39	0.26
43. I feel free to report instances of misconduct within UCSF.		<b>3.60</b> (7390)	4.07	-0.47	3.45	0.15	3.40	0.20
40. I believe the information from this survey will be used to make my work unit a better place to work.		<b>3.42</b> (7426)	3.99	-0.57	3.51	-0.09	3.51	-0.09
23. Upper management provides the leadership necessary for UCSF's continued success.		<b>3.37</b> (7445)	4.14	-0.77	3.47	-0.10	3.44	-0.07
35. There is a climate of trust at UCSF.		<b>3.26</b> (7407)	4.16	-0.90	3.14	0.12	3.04	0.22

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Number Responding: 7607

Nat'l Healthcare Avg 2003 = Norm Comp 1  
2001 University of California San Francisco = Norm Comp 2

Work Unit Climate (rank ordered by performance score)	Performance		Importance		Norm Comp 1		Norm Comp 2	
	Response Distribution		Score	Score	Diff	Score	Diff	Score
14. My work unit demonstrates a commitment to workforce diversity.		<b>3.98</b> (7469)	3.84	0.14	3.74	0.24	3.75	0.23
49. I am a member of a work unit that works well together.		<b>3.94</b> (7457)	4.41	-0.47	3.90	0.04	3.88	0.06
46. There is a climate of trust within my work unit.		<b>3.56</b> (7452)	4.32	-0.76	3.45	0.11	3.50	0.06
33. Physicians/ faculty treat other UCSF staff members with respect.		<b>3.41</b> (7357)	4.25	-0.84	3.30	0.11		
51. Different work units work well together in UCSF.		<b>3.29</b> (7322)	4.00	-0.71	3.32	-0.03		

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Nat'l Healthcare Avg 2003 = Norm Comp 1  
2001 University of California San Francisco = Norm Comp 2

Career Development (rank ordered by performance score)	Performance		Importance		Norm Comp 1		Norm Comp 2	
	Response Distribution		Score	Diff	Score	Diff	Score	Diff
25. The person I report to supports me in developing new skills.		<b>3.81</b> (7442)	4.23	-0.42	3.79	0.02	3.78	0.03
13. I get the training I need to do a good job.		<b>3.66</b> (7477)	4.29	-0.63	3.76	-0.10		
1. UCSF provides opportunities for career development.		<b>3.65</b> (7508)	4.10	-0.45	3.48	0.17	3.58	0.07
9. UCSF has a good orientation program for new employees.		<b>3.58</b> (7406)	3.78	-0.20	3.55	0.03	3.41	0.17
17. UCSF provides adequate mentoring opportunities for employees.		<b>3.25</b> (7453)	3.78	-0.53			3.02	0.23

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2001 University of California San Francisco = Norm Comp 2

Work Resources (rank ordered by performance score)	Performance		Importance		Norm Comp 1		Norm Comp 2		
	Response Distribution		Score	Score	Diff	Score	Diff	Score	Diff
37. My work unit uses our existing technology and equipment effectively.			<b>3.88</b> (7434)	4.06	-0.18	3.90	-0.02	3.76	0.12
28. I get the tools and resources (non-personnel) I need to do my job.			<b>3.72</b> (7448)	4.20	-0.48	3.66	0.06	3.59	0.13
42. My work unit is adequately staffed.			<b>3.11</b> (7448)	4.27	-1.16	3.00	0.11	2.97	0.14

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Nat'l Healthcare Avg 2003 = Norm Comp 1  
2001 University of California San Francisco = Norm Comp 2

Communication/Decision Making (rank ordered by performance score)	Performance		Importance		Norm Comp 1		Norm Comp 2		
	Response Distribution		Score	Score	Diff	Score	Diff	Score	Diff
7. I understand the connection between my work priorities and the goals of UCSF.			<b>4.08</b> (7490)	3.91	0.17	4.08	0.00	3.87	0.21
26. I am satisfied with the information I receive about what is going on at UCSF.			<b>3.75</b> (7472)	3.74	0.01	3.36	0.39	3.64	0.11
50. When I make suggestions on how to improve work methods or procedures, they are seriously considered.			<b>3.69</b> (7422)	4.23	-0.54	3.43	0.26	3.69	0.00
45. The person I report to is a good communicator.			<b>3.68</b> (7437)	4.37	-0.69	3.65	0.03	3.63	0.05
20. I am satisfied with my involvement in decisions that affect my work.			<b>3.51</b> (7456)	4.18	-0.67	3.48	0.03	3.47	0.04
19. Communication between work units is effective within UCSF.			<b>3.04</b> (7470)	4.07	-1.03	3.12	-0.08	3.07	-0.03
36. There is effective communication up and down organizational levels at UCSF.			<b>2.95</b> (7380)	4.12	-1.17	2.88	0.07	2.82	0.13

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Communication/Decision Making	Performance		Importance		Norm Comp 1		Norm Comp 2	
(rank ordered by performance score)	<u>Response Distribution</u>	<u>Score</u>	<u>Score</u>	<u>Diff</u>	<u>Score</u>	<u>Diff</u>	<u>Score</u>	<u>Diff</u>

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Nat'l Healthcare Avg 2003 = Norm Comp 1  
 2001 University of California San Francisco = Norm Comp 2

Hiring/Promotions	Performance	Importance	Norm Comp 1	Norm Comp 2
(rank ordered by performance score)	<u>Response Distribution</u>	<u>Score</u>	<u>Score</u> <u>Diff</u>	<u>Score</u> <u>Diff</u>
21. UCSF's hiring practices are fair.		<b>3.54</b> (7437)	4.03 -0.49	3.65 -0.11
6. UCSF hires qualified people.		<b>3.52</b> (7507)	4.26 -0.74	3.29 -0.07

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2001 University of California San Francisco = Norm Comp 2

Performance Management (rank ordered by performance score)	Performance		Importance		Norm Comp 1		Norm Comp 2	
	Response Distribution		Score	Diff	Score	Diff	Score	Diff
22. The person I report to holds employees accountable for being productive.		<b>3.84</b> (7450)	4.09	-0.25	3.74	0.10	3.74	0.10
29. I am satisfied with the recognition I receive from the person I report to for doing a good job.		<b>3.62</b> (7449)	4.28	-0.66	3.31	0.31	3.43	0.19
34. I am satisfied with the performance appraisal system in my work unit.		<b>3.36</b> (7396)	4.09	-0.73	3.06	0.30	2.95	0.41
44. UCSF makes adequate use of recognition and rewards other than money to encourage good performance.		<b>3.16</b> (7392)	3.83	-0.67			2.85	0.31
18. The UCSF incentive pay/ performance award programs positively influence my performance.		<b>3.06</b> (7446)	3.75	-0.69			2.93	0.13

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Compensation/Benefits (rank ordered by performance score)	Performance Response Distribution	Score	Importance		Norm Comp 1		Norm Comp 2	
			Score	Diff	Score	Diff	Score	Diff
47. My needs are satisfied by the benefits I receive.		<b>3.58</b> (7442)	4.32	-0.74	3.32	0.26	3.54	0.04
8. Overall, I am satisfied with my compensation package (total pay, benefits, etc.).		<b>3.14</b> (7511)	4.47	-1.33	3.20	-0.06	3.21	-0.07
41. My pay is fair when compared with similar positions and employers in this area.		<b>2.78</b> (7447)	4.37	-1.59	2.96	-0.18	2.64	0.14

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