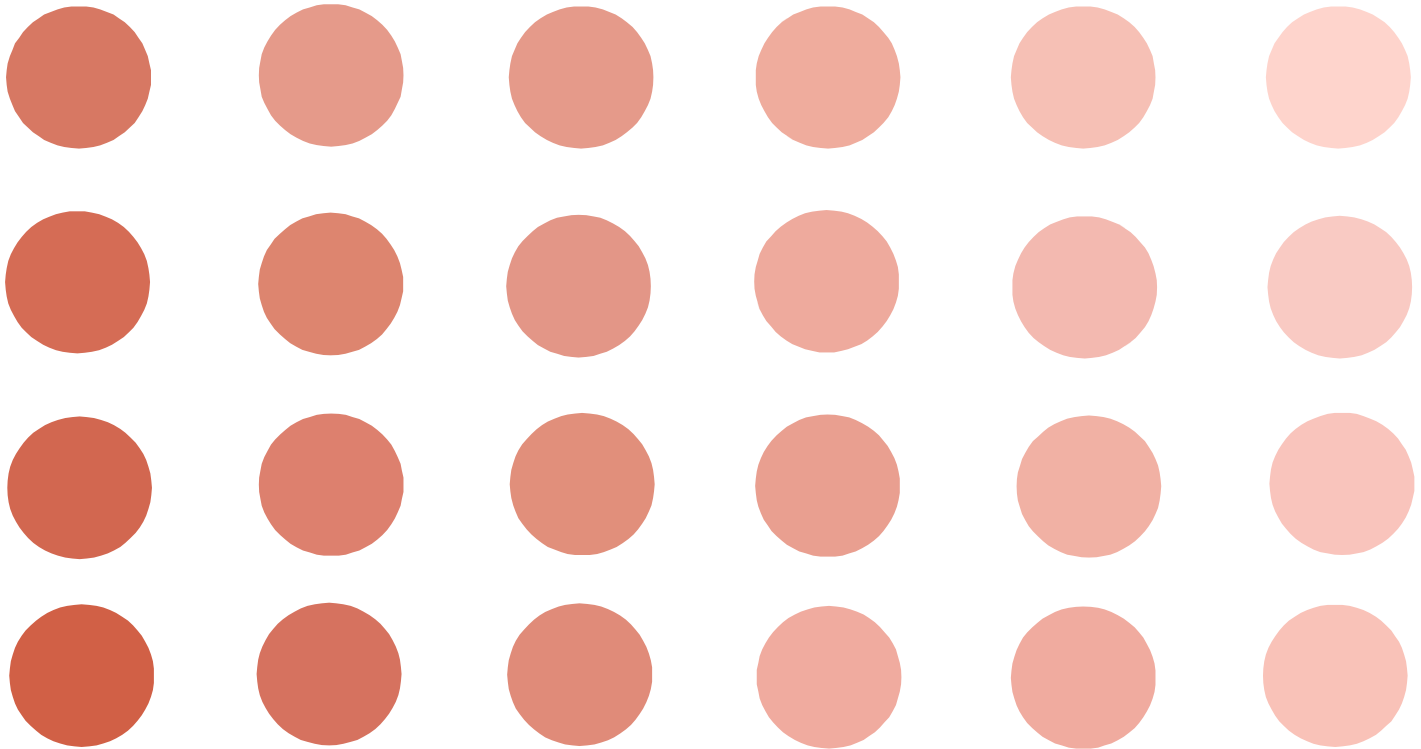


Work Expectations Profile

Group Report



Group Sample Report

(5 People)

Wednesday, June 29, 2005

This report is provided by:

Norquest Learning Solutions

www.norquestlearning.com

The Norquest Team

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Overview

Work Expectations Profile

Research shows that when people have clearly defined, well-communicated expectations, they will be happier and more successful than people whose expectations go unspoken or unrealized. Whether working with a team, transitioning to a new job, or simply making the most of daily routine, employees and employers share a common goal: they both want to make it work.

The information in this group report moves through the ten key categories of work expectations: Autonomy, Balance, Career Growth, Diversity, Environment, Expression, Recognition, Stability, Structure, and Teamwork.

On the next page, the **Work Expectations Group Gap Analysis** can be used to prioritize your work with the group. Information on the importance of each expectation and the degree to which those expectations are met can help you identify likely sources of dissatisfaction within your group. Starting on page 4, you will find more detailed group level data for each category, arranged alphabetically. This includes information on how the group responded to each item and the level to which each expectation is met in the group. National normative information is also provided so that you can see how the expectations of this group compare to other employees throughout the United States population. This can be helpful both in planning sessions and in providing information to the group or organization to better focus efforts aimed at fulfilling employee needs.

Please note that all information in this report is anonymous. It does not reveal individual scores or item responses.



Your Work Expectations Group Gap Analysis

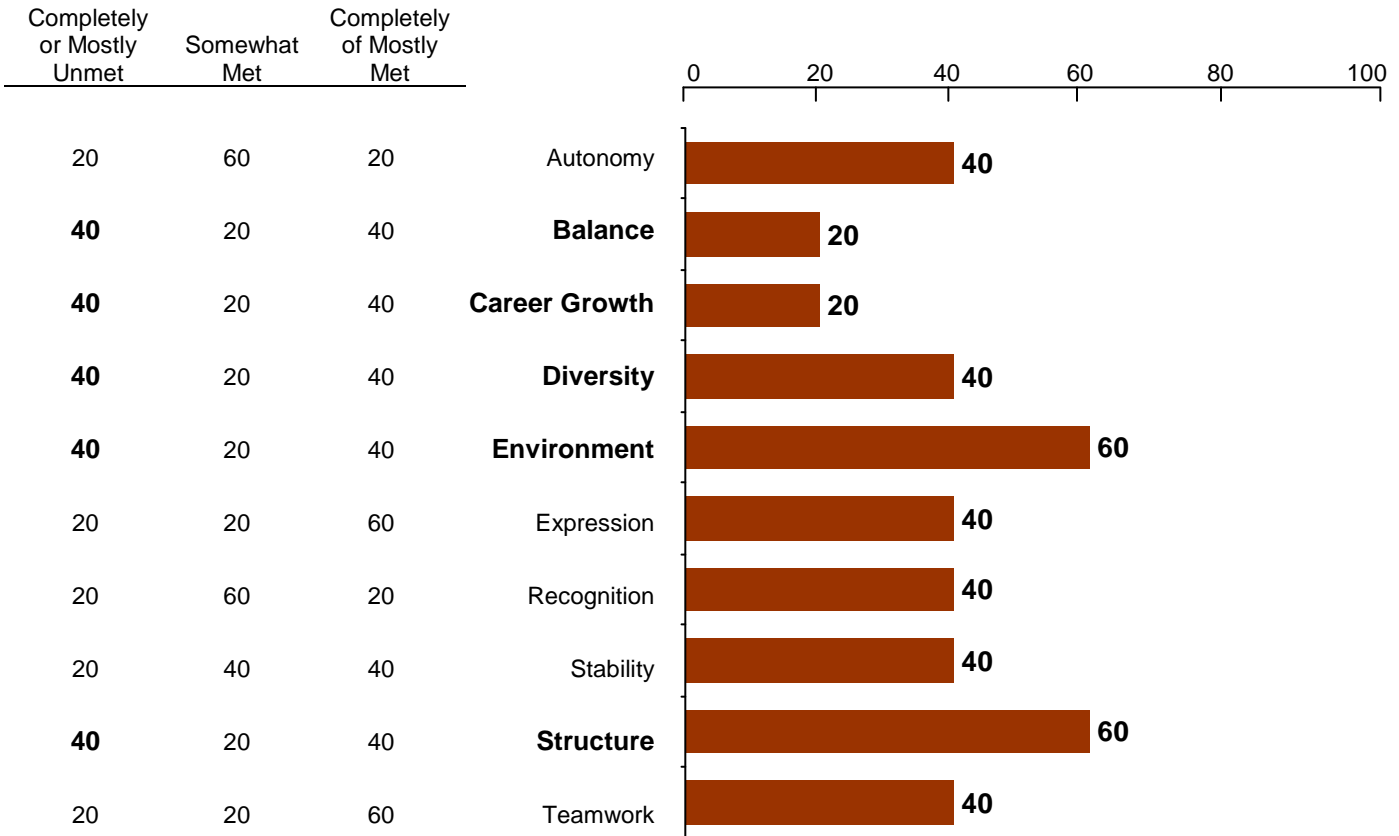
Work Expectations Profile

Below is a table that displays information about the expectations of this group. The **length** of the bars indicates the **percentage of respondents in the group who had high scores on each scale**. The category names in **bold type** represent expectations that are **unmet for a majority of the group**. The information may be useful as you determine the most important areas of focus for this group, as they may be most interested in the expectations that are the most important and least met. These are often areas of dissatisfaction within a group and are represented in the graph by both bold type and longer bars. If your group has no expectations in bold type, relatively few high expectations are largely unmet in the group. The left side of the table includes specific percentages of the group that rated the expectation as Completely or Mostly Unmet, Somewhat Met, and Completely or Mostly Met.

Group Name: Sample Report
Number of Group Members: 5

Percentage of Respondents Who Rated This Expectation at Each Level from Unmet to Met

Percentage of Respondents Who Rated This Expectation as Highly Important



Category names in bold type: More than 33% of respondents rated this expectation as Completely or Mostly Unmet

Category names in regular type: 67% or more respondents rated this expectation as at least Somewhat Met



Autonomy

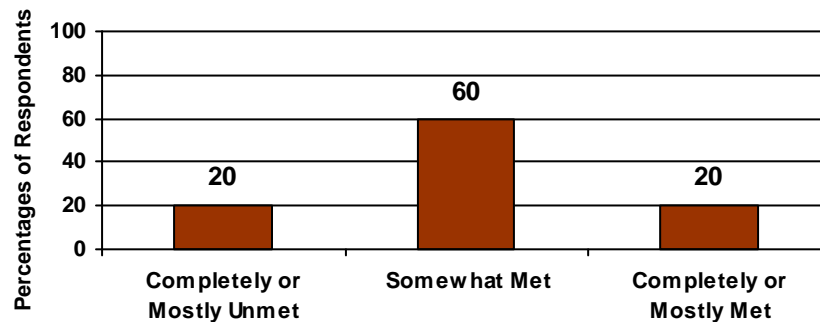
Work Expectations Profile

Below are the group level data for each of the items in the Autonomy area of the Work Expectations Profile. The table includes:

- The percentage of the group's responses at each level of the rating for each item.
- The mean (or average) score for the group. The lowest possible mean is one, the highest is five.
- The group mean for importance. The higher this number, the more important it is to this group. The highest possible mean for Autonomy is 40 and the average score within the general population is 29.9. This group's mean importance rating is 26.2, which is 3.7 point(s) below the population mean. This difference should be considered Large.

Item	Not Important	Slightly Important	Important	Very Important	Essential	Mean
I will have the authority to correct problems as they occur.	20%	0%	20%	40%	20%	3.4
I will decide my task priorities.	20%	0%	20%	40%	20%	3.4
My judgment will be respected.	20%	0%	20%	40%	20%	3.4
I will influence decision-making.	20%	0%	20%	40%	20%	3.4
I will have a feeling of accomplishment.	20%	0%	20%	40%	20%	3.4
I will participate in establishing training goals and objectives for myself.	20%	0%	20%	40%	20%	3.4
I will decide how to do my job.	20%	0%	40%	20%	20%	3.2
My ideas and opinions will be taken into account.	20%	40%	20%	0%	20%	2.6
Group Mean for Importance of Autonomy						26.2

Below is a graph that shows the percentage of this group that rated Autonomy as Completely or Mostly Unmet; Somewhat Met; and Completely or Mostly Met.





Balance

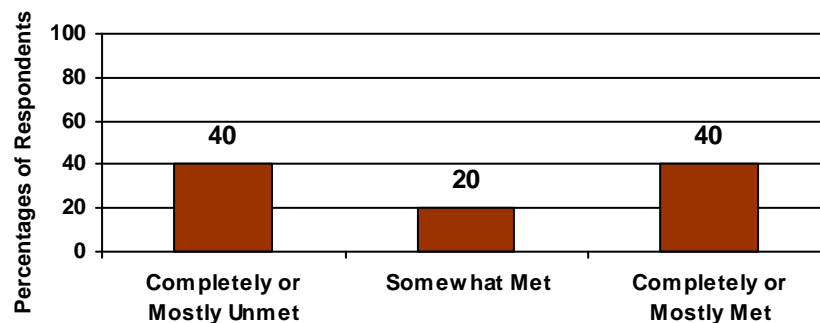
Work Expectations Profile

Below are the group level data for each of the items in the Balance area of the Work Expectations Profile. The table includes:

- The percentage of the group's responses at each level of the rating for each item.
- The mean (or average) score for the group. The lowest possible mean is one, the highest is five.
- The group mean for importance. The higher this number, the more important it is to this group. The highest possible mean for Balance is 35 and the average score within the general population is 24.1. This group's mean importance rating is 21.8, which is 2.3 point(s) below the population mean. This difference should be considered Medium.

Item	Not Important	Slightly Important	Important	Very Important	Essential	Mean
I will work a reasonable number of hours.	20%	0%	20%	40%	20%	3.4
I will not have more work than I have time to do.	20%	0%	40%	20%	20%	3.2
I will maintain a balance between my work life and my personal life.	20%	0%	40%	20%	20%	3.2
I will have flexibility in my hours.	20%	0%	40%	20%	20%	3.2
My supervisor(s) will support a balance between work and outside life.	20%	0%	60%	0%	20%	3
My supervisor(s) accepts that my personal life will sometimes affect my productivity.	20%	20%	20%	20%	20%	3
My work life will rarely interfere with my outside life.	20%	20%	40%	0%	20%	2.8
Group Mean for Importance of Balance						21.8

Below is a graph that shows the percentage of this group that rated Balance as Completely or Mostly Unmet; Somewhat Met; and Completely or Mostly Met.





Career Growth

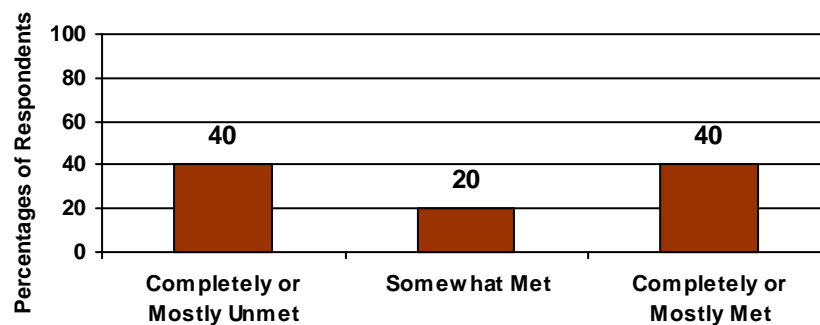
Work Expectations Profile

Below are the group level data for each of the items in the Career Growth area of the Work Expectations Profile. The table includes:

- The percentage of the group's responses at each level of the rating for each item.
- The mean (or average) score for the group. The lowest possible mean is one, the highest is five.
- The group mean for importance. The higher this number, the more important it is to this group. The highest possible mean for Career Growth is 30 and the average score within the general population is 21.6. This group's mean importance rating is 19, which is 2.6 point(s) below the population mean. This difference should be considered Medium.

Item	Not Important	Slightly Important	Important	Very Important	Essential	Mean
I will have opportunities to advance my career.	20%	0%	20%	0%	60%	3.8
I will have increasing responsibility within my organization.	20%	0%	20%	40%	20%	3.4
I will have opportunities to improve my skills.	20%	0%	60%	0%	20%	3
I will have an opportunity for promotion.	20%	20%	20%	20%	20%	3
I will have increasing authority.	20%	20%	20%	20%	20%	3
I will have opportunities to be a leader within my organization.	20%	20%	40%	0%	20%	2.8
Group Mean for Importance of Career Growth						19

Below is a graph that shows the percentage of this group that rated Career Growth as Completely or Mostly Unmet; Somewhat Met; and Completely or Mostly Met.





Diversity

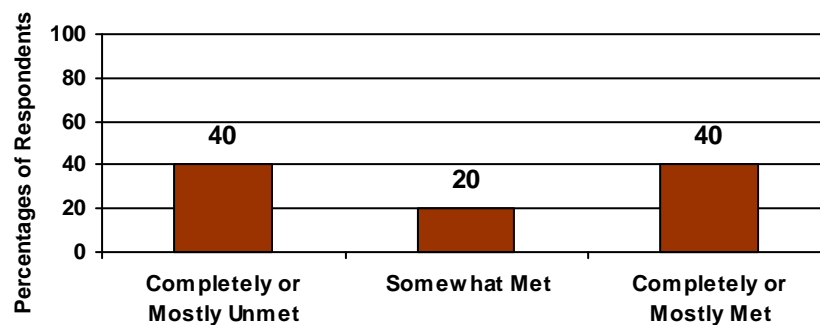
Work Expectations Profile

Below are the group level data for each of the items in the Diversity area of the Work Expectations Profile. The table includes:

- The percentage of the group's responses at each level of the rating for each item.
- The mean (or average) score for the group. The lowest possible mean is one, the highest is five.
- The group mean for importance. The higher this number, the more important it is to this group. The highest possible mean for Diversity is 30 and the average score within the general population is 20.5. This group's mean importance rating is 19.6, which is 0.9 point(s) below the population mean. This difference should be considered Small.

Item	Not Important	Slightly Important	Important	Very Important	Essential	Mean
My co-workers will be tolerant of differences.	20%	0%	20%	20%	40%	3.6
I will have the chance to work with people from different backgrounds.	20%	0%	20%	40%	20%	3.4
Conflict will be treated as a chance to explore new ideas.	20%	0%	20%	40%	20%	3.4
My organization will celebrate diversity.	20%	0%	40%	20%	20%	3.2
Respectful debate will be welcome.	20%	0%	60%	0%	20%	3
Different perspectives will be valued.	20%	0%	60%	0%	20%	3
Group Mean for Importance of Diversity						19.6

Below is a graph that shows the percentage of this group that rated Diversity as Completely or Mostly Unmet; Somewhat Met; and Completely or Mostly Met.





Environment

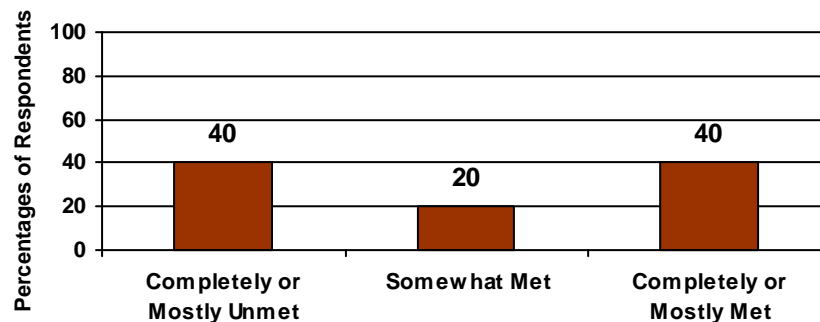
Work Expectations Profile

Below are the group level data for each of the items in the Environment area of the Work Expectations Profile. The table includes:

- The percentage of the group's responses at each level of the rating for each item.
- The mean (or average) score for the group. The lowest possible mean is one, the highest is five.
- The group mean for importance. The higher this number, the more important it is to this group. The highest possible mean for Environment is 30 and the average score within the general population is 19.7. This group's mean importance rating is 21, which is 1.3 point(s) above the population mean. This difference should be considered Small.

Item	Not Important	Slightly Important	Important	Very Important	Essential	Mean
I will enjoy the company of my co-workers.	20%	0%	20%	20%	40%	3.6
I will have friends at work.	20%	0%	20%	20%	40%	3.6
I will enjoy the physical and social atmosphere of my workplace.	20%	0%	20%	20%	40%	3.6
My co-workers will be friendly to each other.	20%	0%	40%	0%	40%	3.4
My workspace will be physically comfortable.	20%	0%	20%	40%	20%	3.4
My work setting will be designed to help me stay mentally healthy.	20%	0%	20%	40%	20%	3.4
Group Mean for Importance of Environment						21

Below is a graph that shows the percentage of this group that rated Environment as Completely or Mostly Unmet; Somewhat Met; and Completely or Mostly Met.





Expression

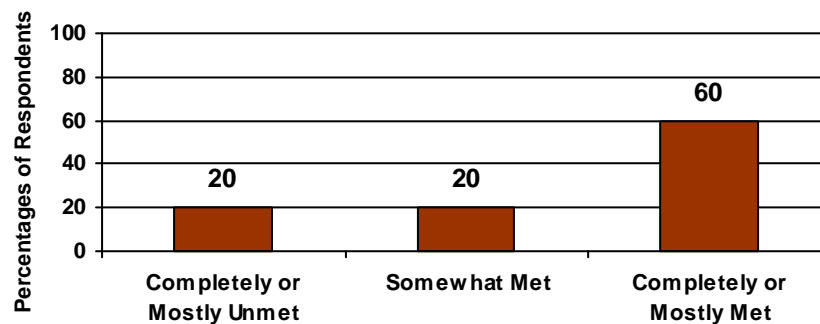
Work Expectations Profile

Below are the group level data for each of the items in the Expression area of the Work Expectations Profile. The table includes:

- The percentage of the group's responses at each level of the rating for each item.
- The mean (or average) score for the group. The lowest possible mean is one, the highest is five.
- The group mean for importance. The higher this number, the more important it is to this group. The highest possible mean for Expression is 35 and the average score within the general population is 24.3. This group's mean importance rating is 23.2, which is 1.1 point(s) below the population mean. This difference should be considered Small.

Item	Not Important	Slightly Important	Important	Very Important	Essential	Mean
I will express my creativity through my work.	20%	0%	20%	20%	40%	3.6
I will express my values through my work.	20%	0%	20%	20%	40%	3.6
I will do work I care about.	20%	0%	20%	20%	40%	3.6
My work will be an expression of who I am.	20%	0%	40%	0%	40%	3.4
My work will require that I be creative.	20%	0%	40%	20%	20%	3.2
I will learn about myself through my work.	20%	0%	60%	0%	20%	3
I will do work that is important to me.	20%	20%	40%	0%	20%	2.8
Group Mean for Importance of Expression						23.2

Below is a graph that shows the percentage of this group that rated Expression as Completely or Mostly Unmet; Somewhat Met; and Completely or Mostly Met.





Recognition

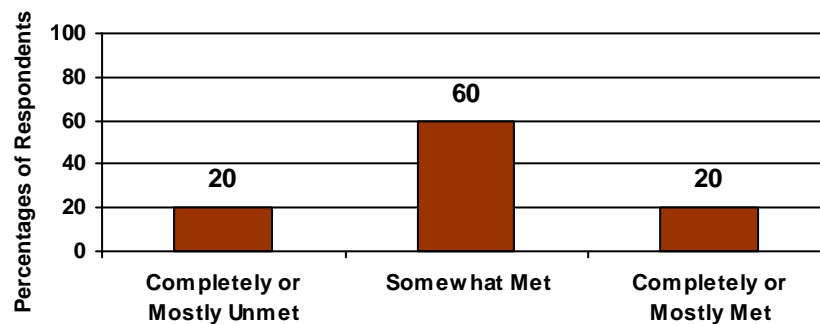
Work Expectations Profile

Below are the group level data for each of the items in the Recognition area of the Work Expectations Profile. The table includes:

- The percentage of the group's responses at each level of the rating for each item.
- The mean (or average) score for the group. The lowest possible mean is one, the highest is five.
- The group mean for importance. The higher this number, the more important it is to this group. The highest possible mean for Recognition is 25 and the average score within the general population is 17.9. This group's mean importance rating is 15.8, which is 2.1 point(s) below the population mean. This difference should be considered Medium.

Item	Not Important	Slightly Important	Important	Very Important	Essential	Mean
I will receive credit for the work I do.	20%	0%	20%	20%	40%	3.6
My special skills and/or expertise will be acknowledged.	20%	0%	20%	40%	20%	3.4
My supervisor(s) will praise my work.	20%	0%	40%	0%	40%	3.4
My organization will recognize the significance of my contributions.	20%	0%	40%	20%	20%	3.2
My good performance will be recognized and rewarded.	60%	0%	20%	0%	20%	2.2
Group Mean for Importance of Recognition						15.8

Below is a graph that shows the percentage of this group that rated Recognition as Completely or Mostly Unmet; Somewhat Met; and Completely or Mostly Met.





Stability

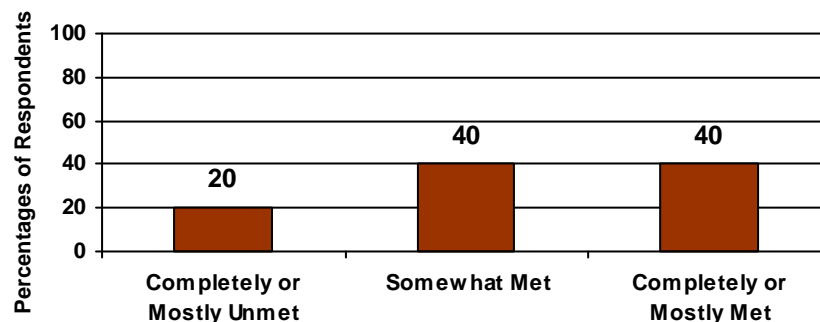
Work Expectations Profile

Below are the group level data for each of the items in the Stability area of the Work Expectations Profile. The table includes:

- The percentage of the group's responses at each level of the rating for each item.
- The mean (or average) score for the group. The lowest possible mean is one, the highest is five.
- The group mean for importance. The higher this number, the more important it is to this group. The highest possible mean for Stability is 30 and the average score within the general population is 20.7. This group's mean importance rating is 19.2, which is 1.5 point(s) below the population mean. This difference should be considered Small.

Item	Not Important	Slightly Important	Important	Very Important	Essential	Mean
I will have job security.	20%	0%	20%	40%	20%	3.4
I will have my job as long as I want it.	20%	0%	20%	40%	20%	3.4
My job responsibilities will remain relatively constant.	20%	0%	20%	40%	20%	3.4
As long as I do my job well, my job will be secure.	20%	0%	40%	20%	20%	3.2
My job will provide me with a sense of stability.	20%	20%	20%	20%	20%	3
I will have a stable work environment.	20%	20%	40%	0%	20%	2.8
Group Mean for Importance of Stability						19.2

Below is a graph that shows the percentage of this group that rated Stability as Completely or Mostly Unmet; Somewhat Met; and Completely or Mostly Met.





Structure

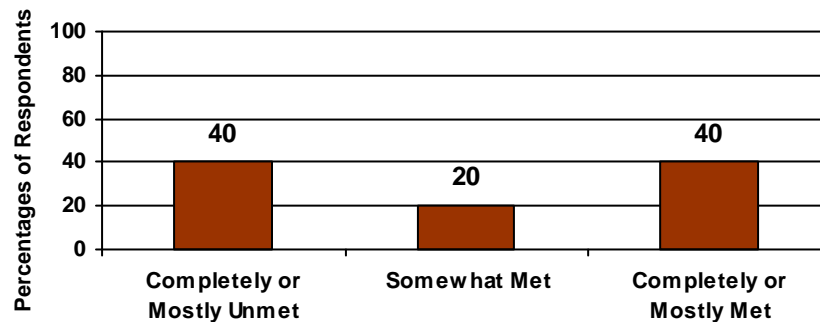
Work Expectations Profile

Below are the group level data for each of the items in the Structure area of the Work Expectations Profile. The table includes:

- The percentage of the group's responses at each level of the rating for each item.
- The mean (or average) score for the group. The lowest possible mean is one, the highest is five.
- The group mean for importance. The higher this number, the more important it is to this group. The highest possible mean for Structure is 40 and the average score within the general population is 18.4. This group's mean importance rating is 17, which is 1.4 point(s) below the population mean. This difference should be considered Medium.

Item	Not Important	Slightly Important	Important	Very Important	Essential	Mean
I will be given clear instructions on how to do my job.	20%	0%	20%	20%	40%	3.6
My organization's policies and procedures will be clearly explained.	20%	0%	40%	0%	40%	3.4
I will know what is expected of me at work.	20%	0%	20%	40%	20%	3.4
My supervisor(s) will provide me with well-defined goals.	20%	0%	40%	0%	40%	3.4
My job responsibilities will be clearly defined.	20%	0%	40%	20%	20%	3.2
Group Mean for Importance of Structure						17

Below is a graph that shows the percentage of this group that rated Structure as Completely or Mostly Unmet; Somewhat Met; and Completely or Mostly Met.





Teamwork

Work Expectations Profile

Below are the group level data for each of the items in the Teamwork area of the Work Expectations Profile. The table includes:

- The percentage of the group's responses at each level of the rating for each item.
- The mean (or average) score for the group. The lowest possible mean is one, the highest is five.
- The group mean for importance. The higher this number, the more important it is to this group. The highest possible mean for Teamwork is 25 and the average score within the general population is 18.3. This group's mean importance rating is 15.6, which is 2.7 points below the population mean. This difference should be considered Large.

Item	Not Important	Slightly Important	Important	Very Important	Essential	Mean
Co-workers will cooperate with each other.	20%	0%	20%	20%	40%	3.6
Collaboration will be a priority to my organization.	20%	0%	20%	40%	20%	3.4
Co-workers will see themselves as members of the same team.	20%	0%	40%	20%	20%	3.2
Co-workers will be committed to helping each other succeed.	20%	0%	60%	0%	20%	3
Employees will be eager to share their knowledge with each other.	40%	20%	20%	0%	20%	2.4
Group Mean for Importance of Teamwork						15.6

Below is a graph that shows the percentage of this group that rated Teamwork as Completely or Mostly Unmet; Somewhat Met; and Completely or Mostly Met.

