

# Dipolar Pty Limited

## Value Range Report

### Employment Details

Group Average: 3.27

#### ? Employment - Your Region

Which of our regional offices do you work in

Value	Description	Number	%
8	Australian Capital Territory	172	17.20%
7	New South Wales	379	37.90%
6	Northern Territory	21	2.10%
5	Queensland	105	10.50%
4	South Australia	47	4.70%
3	Tasmania	81	8.10%
2	Victoria	148	14.80%
1	Western Australia	47	4.70%
0	Please select Region	0	0.00%

Average: 5.45

#### ? Employment - Your Department

Which department do you work in?

Value	Description	Number	%
5	Customer Service	401	40.10%
4	Finance	167	16.70%
3	Sales and Marketing	166	16.60%
2	Research and Development	93	9.30%
1	Human Resources	173	17.30%
0	Please select Department	0	0.00%

Average: 3.53

#### ? Employment - Age Group

How old are you?

Value	Description	Number	%
7	18 or under	10	1.00%
6	19-25	63	6.30%
5	26-35	166	16.60%
4	36-45	204	20.40%
3	46-55	217	21.70%
2	56-65	235	23.50%
1	66 or older	105	10.50%

Average: 3.32

#### ? Employment - Length

How long have you worked at our company?

Value	Description	Number	%
5	Less than a year	51	5.10%
4	Between 1 and less than 2 years	211	21.10%
3	Between 2 and less than 5 years	477	47.70%
2	Between 5 and less than 10 years	81	8.10%
1	10 Years or more	180	18.00%

Average: 2.87

#### ? Employment - Salary Range

What is your Salary Range?

Value	Description	Number	%
7	Less than \$30,000	239	23.90%
6	\$30,000 to \$39,999	189	18.90%
5	\$40,000 to \$49,999	29	2.90%
4	\$50,000 to \$59,999	209	20.90%
3	\$60,000 to \$74,999	85	8.50%
2	\$75,000 to \$99,999	150	15.00%
1	\$100,000 or more	99	9.90%

Average: 4.44

### General views about our Company

Group Average: 2.59

#### ? General - Overall Satisfaction

How would you rate your overall satisfaction with working at Dipolar?

Value	Description	Number	%
5	Extremely Satisfied	25	2.50%
4	Very Satisfied	64	6.40%
3	Satisfied	45	4.50%
2	Somewhat Satisfied	359	35.90%
1	Not Satisfied	507	50.70%

Average: 1.74

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### ? General - Motivated

How motivated are you to see the company succeed?

Value	Description	Number	%
5	Very motivated	99	9.90%
4	Somewhat motivated	146	14.60%
3	Not very motivated	48	4.80%
2	Not at all motivated	204	20.40%
1	Not sure	288	28.80%
	Empty Responses	215	21.50%
<b>Average: 2.44</b>			

### ? General - Proud

I am proud to work in this company

Value	Description	Number	%
5	Agree Strongly	0	0.00%
4	Agree	580	58.00%
3	Indifferent	0	0.00%
2	Disagree	169	16.90%
1	Disagree Strongly	251	25.10%
<b>Average: 2.91</b>			

### ? General - Communications

Do you believe that the company communicates its goals and strategies to you?

Value	Description	Number	%
5	Always communicates	116	11.60%
4	Usually communicates	164	16.40%
3	Sometimes communicates	286	28.60%
2	Rarely communicates	103	10.30%
1	Never communicates	331	33.10%
<b>Average: 2.63</b>			

### ? General - Refer Friend

Would you refer a friend to apply for a job at our company?

Value	Description	Number	%
5	Very likely	221	22.10%
4	Likely	196	19.60%
3	Indifferent	296	29.60%
2	Unlikely	151	15.10%
1	Very unlikely	136	13.60%
<b>Average: 3.22</b>			

### New Call Logging System

Group Average: 2.76

### ? Call Log - Less Stress

Has made my job less stressful

Value	Description	Number	%
5	Agree Strongly	94	23.44%
4	Agree	81	20.20%
3	Indifferent	70	17.46%
2	Disagree	75	18.70%
1	Disagree Strongly	48	11.97%
	Empty Responses	33	8.23%
	Skipped	599	

**Average: 3.27**

This question is affected by flow control, and may not have been answered by all respondents.

A total of 401 respondents answered this question, while 599 respondents skipped this question because it was not relevant.

### ? Call Log - Improved Ability

Has improved my ability to answer questions

Value	Description	Number	%
5	Agree Strongly	45	11.22%
4	Agree	79	19.70%
3	Indifferent	79	19.70%
2	Disagree	81	20.20%
1	Disagree Strongly	64	15.96%
	Empty Responses	53	13.22%
	Skipped	599	

**Average: 2.89**

This question is affected by flow control, and may not have been answered by all respondents.

A total of 401 respondents answered this question, while 599 respondents skipped this question because it was not relevant.

### ? Call Log - Training Adequate

Training on the new system was adequate

Value	Description	Number	%
5	Agree Strongly	55	13.72%
4	Agree	70	17.46%
3	Indifferent	140	34.91%
2	Disagree	68	16.96%
1	Disagree Strongly	58	14.46%
	Empty Responses	10	2.49%
	Skipped	599	

**Average: 2.99**

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This question is affected by flow control, and may not have been answered by all respondents.

A total of 401 respondents answered this question, while 599 respondents skipped this question because it was not relevant.

### ? Call Log - Happier

*I am much happier in my job since the new system was implemented*

Value	Description	Number	%
5	Agree Strongly	5	1.25%
4	Agree	9	2.24%
3	Indifferent	9	2.24%
2	Disagree	295	73.57%
1	Disagree Strongly	83	20.70%
	Skipped	599	

**Average: 1.90**

This question is affected by flow control, and may not have been answered by all respondents.

A total of 401 respondents answered this question, while 599 respondents skipped this question because it was not relevant.

### Remuneration & Conditions

Group Average: 2.17

### ? Rem & Cond - Good Job Rewarded

*If I do a good job I will be rewarded*

Value	Description	Number	%
5	Agree Strongly	38	3.80%
4	Agree	48	4.80%
3	Indifferent	164	16.40%
2	Disagree	123	12.30%
1	Disagree Strongly	627	62.70%

**Average: 1.75**

### ? Rem & Cond - Do Job Well

*I get what I need to do my job well*

Value	Description	Number	%
5	Agree Strongly	58	5.80%
4	Agree	16	1.60%
3	Indifferent	206	20.60%
2	Disagree	135	13.50%
1	Disagree Strongly	585	58.50%

**Average: 1.83**

### ? Rem & Cond - Good conditions

*The conditions I work in are good*

Value	Description	Number	%
5	Agree Strongly	175	17.50%
4	Agree	285	28.50%
3	Indifferent	47	4.70%
2	Disagree	51	5.10%
1	Disagree Strongly	442	44.20%

**Average: 2.70**

### ? Rem & Cond - Interested in Job

*I am interested in my Job*

Value	Description	Number	%
5	Agree Strongly	74	7.40%
4	Agree	120	12.00%
3	Indifferent	192	19.20%
2	Disagree	127	12.70%
1	Disagree Strongly	487	48.70%

**Average: 2.17**

### ? Rem & Cond - Overly Stressed

*I am not overly stressed in my job*

Value	Description	Number	%
5	Agree Strongly	95	9.50%
4	Agree	181	18.10%
3	Indifferent	213	21.30%
2	Disagree	40	4.00%
1	Disagree Strongly	471	47.10%

**Average: 2.39**

### Management

Group Average: 2.56

### ? Management - Wise Decisions

*Management makes wise decisions*

Value	Description	Number	%
5	Agree Strongly	251	25.10%
4	Agree	100	10.00%
3	Indifferent	187	18.70%
2	Disagree	58	5.80%
1	Disagree Strongly	404	40.40%

**Average: 2.74**

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### ? Management - Opinion Valued

*My opinion is valued by management*

Value	Description	Number	%
5	Agree Strongly	163	16.30%
4	Agree	313	31.30%
3	Indifferent	37	3.70%
2	Disagree	144	14.40%
1	Disagree Strongly	343	34.30%
<b>Average: 2.81</b>			

### ? Management - Employees Recognised

*Employees are recognised as individuals*

Value	Description	Number	%
5	Agree Strongly	252	25.20%
4	Agree	223	22.30%
3	Indifferent	43	4.30%
2	Disagree	109	10.90%
1	Disagree Strongly	373	37.30%
<b>Average: 2.87</b>			

### ? Management - Flexible Family

*Management is flexible about family obligations*

Value	Description	Number	%
5	Agree Strongly	48	4.80%
4	Agree	25	2.50%
3	Indifferent	80	8.00%
2	Disagree	293	29.30%
1	Disagree Strongly	554	55.40%
<b>Average: 1.72</b>			

### ? Management - Enjoyable Work Environment

*Management creates an enjoyable working environment*

Value	Description	Number	%
5	Agree Strongly	191	19.10%
4	Agree	182	18.20%
3	Indifferent	148	14.80%
2	Disagree	58	5.80%
1	Disagree Strongly	421	42.10%
<b>Average: 2.66</b>			

### Job Security

**Group Average: 2.80**

### ? Job Security - Good Work

*Doing a good job assures an employee of continued employment*

Value	Description	Number	%
5	Agree Strongly	21	2.10%
4	Agree	156	15.60%
3	Indifferent	320	32.00%
2	Disagree	372	37.20%
1	Disagree Strongly	131	13.10%
<b>Average: 2.56</b>			

### ? Job Security - Provides

*This company provides job security*

Value	Description	Number	%
5	Agree Strongly	137	13.70%
4	Agree	246	24.60%
3	Indifferent	86	8.60%
2	Disagree	358	35.80%
1	Disagree Strongly	173	17.30%
<b>Average: 2.82</b>			

### ? Job Security - Acquisition/Merger

*Employees are not fearful of losing their jobs as a result of an acquisition/merger*

Value	Description	Number	%
5	Agree Strongly	201	20.10%
4	Agree	171	17.10%
3	Indifferent	106	10.60%
2	Disagree	160	16.00%
1	Disagree Strongly	362	36.20%
<b>Average: 2.69</b>			

### ? Job Security - Future of Organisation

*You are not concerned about the future of this organisation*

Value	Description	Number	%
5	Agree Strongly	142	14.20%
4	Agree	186	18.60%
3	Indifferent	157	15.70%
2	Disagree	269	26.90%
1	Disagree Strongly	246	24.60%
<b>Average: 2.71</b>			

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### Job Security - Competition

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*You understand the competition that this company faces*

Value	Description	Number	%
5	Agree Strongly	238	23.80%
4	Agree	162	16.20%
3	Indifferent	331	33.10%
2	Disagree	137	13.70%
1	Disagree Strongly	132	13.20%
<b>Average: 3.24</b>			

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## Value Range Report

### Annexure (Text Responses)

#### Comments - General

#### ? Comments - General

*Please comment on your views about our company*

I think the company is doing a very good effort to keep everyone happy, I can tell that they care and value my work

Enjoy the music on the office, not used to that environment but its good

so far so good

its all good here, the donuts we got during the last monthly meeting were great!!

It would be nice to have parking facilities

('('(0\_HUNTER\_0)'))

I wish this place had a table tennis or a pool table

I don't understand how that new general manager can do the job, I can tell he has never been in such position before

Frank and Marian 4 ever!

Well what can I say..... The general manager only cares about the business, he doesn't care about the staff at all, I know that this is his job but I just wish he didn't make it so obvious

I have just recently moved from another department and from another state, I don't have much to say at this stage, but it all looks good to me, so far so good

It wasn't me!!!!

This SUUUUUUUUUUUUUUUUCKS!!!!!!

I very much grateful to be given the opportunity to work here, I come from other side of the planet and had to work cleaning, construction, making coffees etc, I have a lot of talent and I thank the managers for letting me to work here

I love the fact that I have my own office, its clean and big, everything is new

I hate it when people put music on, I'm not used to it, its annoying

no comments, all good :)

I'm not sure if I should write my opinion here, anyway, one day the general manager was very rude to me, but that's all I can say

No point writing anything here

Its ok here, I can't really complain

I like the view from my office, you can even see Darling Harbour from here!

I like this place in general, I have good friends here  
I like our office chairs, they are very comfortable, the air conditioning on the other hand is not that good, I don't know how it works, but I always have to wear a jacket when im inside

Love the xbox in the meeting room

I like the location, its right in the middle of the city and you can get to work by bus and train very easily in my office people always put music on and that is very annoying, its hard for me to concentrate

#### Comments - Call Logging

#### ? Comments - Call Logging

*Please give us some feedback about the call logging system*

its ok for me

seriously, this a joke, I don't understand why we needed to change the system, what a waste of time, seriously

I don't know how this works yet

I wish I could change the colors look and feel of the program... but I guess management would not pay extra for that would they?

there is a whole buch of stuff I don't even still understand what they are there for, its says it si compatible with mobile devices but I been looking at the documentation and there is nothing about it!! I went to the presentation of this software and they did mention this was compatible with Windows mobile, are they lying?????????

I wish I could upload pictures to show you how overcrowded the front window is

I wasted so much learning this new thing is not funny

I want the old one back! Please!

I think this is a better system but we need to organize the data better, I don't know, its just too hard for me to find people quickly, maybe its our fault for creating a new user all the time someone makes a call

This program is not safe, when I open it it says something like do you want the firewall to give access to call logging... bla bla bla? that's dangerous! What if a virus or EVEN WORSE A TROJAN HORSE! comes in through the program?

There is a whole buch of stuff I don't even still understand what they are there for, its says it si compatible with mobile devices but I been looking at the documentation and there is nothing about it!! I went to the presentation of this software and the

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I used to work as a customer service representative for a bank and guess what????????????? Yes surprise surprise! I was using this same software, its very good and easy to use, I would be more than happy to help my friends with it, and I am on it already

this program is bad, I'm telling you, when I leave my computer for 5 minutes the whole screen goes black

I am not sure, I just got back from holidays and haven't been trained on the new system yet

I can tell there are a lot of differences but I am getting used to it now

my computer has become so slow once I installed this call logging thingy

No! This program has made my job more stressful, its harder to use, the guy who trained me is hopeless and I'm not happy at all. Why? Because it does not work! It just does not work, it sucks

**Comments - Management**

**Comments - Job Security**

### **Comments - Overly Stressed**

#### **? Comments - Overly Stressed**

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*Please explain why you are overly stressed with your job*

I hate this computer

I am stressed because every day I have to deal with that new program

its very uncomfortable to work in here

I don't care, but it could be better

TOO MUCH WORK TO DOOOOOOO AND MY BOSS SCREAMS ALL THE TIME! I DON'T CARE IF I GET FIRED FOR WRITING THIS BUT IT'S THE TRUE! HE SUCKS!

### **Comments - Remuneration**

### **Comments - Job Conditions**

#### **? Comments - Job Conditions**

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*You answered {WORKCONDITIONS} to the question "The conditions I work in are good", please let us know why*

The computers are very slow

my computer is really bad, its like a second hand slow and dirty

work is far away from my home and the communication quality is very bad

my chair is broken

its ok, I guess, at least I got a job