

2014 Carleton Satisfaction Survey for Employees

Carleton Central Employee Services

Carleton Central Employee Services							
Every week		Monthly		A couple of times or less in a year		Never	
% of Users	# of Users	% of Users	# of Users	% of Users	# of Users	% of Users	# of Users
24.0%	179	48.1%	359	26.9%	201	.9%	7

Mean of Responses

	Carleton Central Employee Services		
	N	Avg.	Std. Dev.
My overall satisfaction with Carleton Central Employee Services	715	8.0	1.7
My satisfaction with the section of Benefits and Deductions	649	7.9	1.8
My satisfaction with the section of Pay Information	669	8.0	1.7
My satisfaction with the section of Leave Balances	552	7.6	2.2
My satisfaction with the section of United Way Payroll Deduction	291	7.8	2.1
Ease of using Carleton Central Employee Services to find information	696	7.5	2.2
Accuracy of information	656	8.3	1.7
Reliability of Carleton Central Employee Services	626	8.3	1.6
Usability of the menu	712	7.4	2.2

Mean of Responses by Frequency of Usage

	Carleton Central Employee Services								
	Every week			Monthly			A couple of times or less in a year		
	N	Avg.	Std. Dev.	N	Avg.	Std. Dev.	N	Avg.	Std. Dev.
My overall satisfaction with Carleton Central Employee Services	178	8.4	1.5	350	7.9	1.8	187	7.6	1.6
My satisfaction with the section of Benefits and Deductions	171	8.2	1.7	326	7.8	1.9	152	7.5	1.8
My satisfaction with the section of Pay Information	175	8.4	1.5	337	8.0	1.8	157	7.7	1.8
My satisfaction with the section of Leave Balances	157	7.9	2.0	280	7.6	2.2	115	7.4	2.2
My satisfaction with the section of United Way Payroll Deduction	70	8.0	2.0	146	7.8	2.2	75	7.7	2.1
Ease of using Carleton Central Employee Services to find information	175	8.0	1.8	350	7.4	2.3	171	7.1	2.2
Accuracy of information	173	8.3	1.7	326	8.2	1.8	157	8.3	1.5
Reliability of Carleton Central Employee Services	169	8.4	1.6	309	8.3	1.7	148	8.2	1.6
Usability of the menu	178	7.8	2.0	354	7.3	2.4	180	7.1	2.2

Percentage of Responses

	Carleton Central Employee Services		
	Low	Med.	High
My overall satisfaction with Carleton Central Employee Services	3.8%	31.2%	65.0%
My satisfaction with the section of Benefits and Deductions	4.9%	31.6%	63.5%
My satisfaction with the section of Pay Information	3.9%	27.8%	68.3%
My satisfaction with the section of Leave Balances	9.4%	27.4%	63.2%
My satisfaction with the section of United Way Payroll Deduction	6.5%	28.5%	64.9%
Ease of using Carleton Central Employee Services to find information	10.9%	29.6%	59.5%
Accuracy of information	2.9%	22.9%	74.2%
Reliability of Carleton Central Employee Services	2.9%	21.2%	75.9%
Usability of the menu	11.9%	29.5%	58.6%

Percentage of Responses by Frequency of Usage

	Carleton Central Employee Services								
	Every week			Monthly			A couple of times or less in a year		
	Low	Med.	High	Low	Med.	High	Low	Med.	High
My overall satisfaction with Carleton Central Employee Services	1.7%	25.8%	72.5%	4.6%	28.6%	66.9%	4.3%	41.2%	54.5%
My satisfaction with the section of Benefits and Deductions	1.2%	28.7%	70.2%	6.7%	28.2%	65.0%	5.3%	42.1%	52.6%
My satisfaction with the section of Pay Information	1.1%	24.6%	74.3%	5.3%	24.3%	70.3%	3.8%	38.9%	57.3%
My satisfaction with the section of Leave Balances	6.4%	28.7%	65.0%	11.1%	24.6%	64.3%	9.6%	32.2%	58.3%
My satisfaction with the section of United Way Payroll Deduction	2.9%	32.9%	64.3%	8.2%	26.0%	65.8%	6.7%	29.3%	64.0%
Ease of using Carleton Central Employee Services to find information	5.1%	29.1%	65.7%	13.4%	25.4%	61.1%	11.7%	38.6%	49.7%
Accuracy of information	1.7%	24.3%	74.0%	4.6%	19.6%	75.8%	.6%	28.0%	71.3%
Reliability of Carleton Central Employee Services	3.0%	20.1%	76.9%	3.6%	18.4%	78.0%	1.4%	28.4%	70.3%
Usability of the menu	7.9%	26.4%	65.7%	14.4%	26.3%	59.3%	11.1%	38.9%	50.0%

Source: Carleton Satisfaction Survey for Employees, 2014

Notes: 1. % -> percentage of respondents where: Low - 1,2,3,4; Med. - 5,6,7; High - 8,9,10.

What Services Would you like to see provisioned under Carleton Central Employee Services?

	Carleton Central Employee Services	
	% Selected	# Selected
Benefits Enrolment or Changes to Coverage	55.9%	413
Leave Sheet submission	44.5%	329
Overtime submission	21.0%	155
Pension Information	65.4%	483
More Benefits Coverage Information	52.8%	390

Id: OPAS-701150