

2016 Carleton Satisfaction Survey for Employees

Benefits

	% Using Service	Number of Users
	45.5%	384

Mean of Responses

	Benefits		
	N	Avg.	Std. Dev.
My overall experience with Human Resources (Benefits)	371	7.8	2.1
Way in which general benefit plan information is communicated	369	7.2	2.4
Accessibility of staff (via telephone, web, email, etc.)	351	7.4	2.4
Way in which my specific benefit plan entitlements are communicated	359	6.9	2.5
Timeliness with which my enquiries are handled	338	7.5	2.4
Accuracy of the information received	334	7.7	2.3
Professional and helpful staff	353	7.8	2.3
Usefulness of the information on the Benefits section of the Human Resources website	357	7.3	2.3
Ease of using the Benefits section of the Human Resources website	357	7.3	2.3

Percentage of Responses

	Benefits		
	Low	Med.	High
My overall experience with Human Resources (Benefits)	7.0%	27.0%	66.0%
Way in which general benefit plan information is communicated	12.7%	33.6%	53.7%
Accessibility of staff (via telephone, web, email, etc.)	12.3%	28.8%	59.0%
Way in which my specific benefit plan entitlements are communicated	16.4%	34.0%	49.6%
Timeliness with which my enquiries are handled	12.4%	26.9%	60.7%
Accuracy of the information received	11.1%	21.9%	67.1%
Professional and helpful staff	10.2%	21.2%	68.6%
Usefulness of the information on the Benefits section of the Human Resources website	12.3%	31.7%	56.0%
Ease of using the Benefits section of the Human Resources website	13.2%	30.5%	56.3%

Source: Carleton Satisfaction Survey for Employees, 2016

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