

VOICE 11/02 Survey – Basic Descriptives

AOA Highlights

	Number	Percentage	
Not useful at all	48	2	
Not very useful	163	7	
Neutral	235	11	
Useful	1229	55	
Extremely useful	452	20	
Do not read it	60	3	
Do not receive it	12	1	
Never heard of it	28	1	
Total	2227	100	

Intercom

	Number	Percentage	
Not useful at all	73	3	
Not very useful	286	13	
Neutral	480	22	
Useful	980	44	
Extremely useful	140	6	
Do not use it	134	6	
Do not receive it	84	4	
Never heard of it	48	2	
Total	2225	100	

Toll Free

	Number	Percentage	
Not useful at all	38	2	
Not very useful	100	5	
Neutral	273	12	
Useful	200	9	
Extremely useful	49	2	
Do not use it	1146	52	
Never heard of it	408	18	
Total	2214	100	

Broadcast Messages

	Number	Percentage	
Not useful at all	80	4	
Not very useful	184	8	
Neutral	420	19	
Useful	996	45	
Extremely useful	301	14	
Do not get them	76	3	
Do not read them	163	7	
Total	2220	100	

VOICE Live

	Number	Percentage	
Not useful at all	61	3	
Not very useful	101	5	
Neutral	399	18	
Useful	308	14	
Extremely useful	93	4	
Can't view on my PC	431	20	
Don't know if I can view	167	8	
Never heard of it	634	29	
Total	2194	100	

VOICE Website Usefulness

	Number	Percentage	
Not useful at all	32	1	
Not very useful	55	2	
Neutral	382	17	
Useful	609	28	
Extremely useful	173	8	
Can't access it	617	28	
Do not use it	34	2	
Never heard of it	309	14	
Total	2211	100	

VOICE Website Access?

	Number	Percentage	
Yes	1508	72	
No	150	7	
Never heard of it	425	20	
Total	2083	100	

Quality of Corporate Information

	Number	Percentage	
Very dissatisfied	68	3	
Dissatisfied	240	11	
Neutral	581	26	
Satisfied	1042	47	
Very satisfied	282	13	
Total	2213		

Encouraged to Respond to Corporate

	Number	Percentage	
Not at all	612	28	
Not very much	657	30	
Sometimes	554	25	
Usually	298	14	
Always	73	3	
Total	2194		

Convenient to respond

	Number	Percentage	
Not at all	461	22	
Not very much	562	27	
Sometimes	489	23	
Usually	504	24	
Always	83	4	
Total	2099		

Satisfied that Immediate Supervisor Informs

	Number	Percentage	
Very dissatisfied	221	10	
Dissatisfied	294	14	
Neutral	718	33	
Satisfied	687	32	
Very satisfied	257	12	
Total	2177		