

best area to improve (13.10%) followed by communication (12.66%), work itself (9.17%), schedule (8.84%), coworkers (4.62%), operating procedures (3.93%), benefits (1.52%), promotion (1.10%), and awards (0.66%).

**PAY**

Pay satisfaction is a concern for organizations. Pay, though, is not just about a salary. It also involves perceived fairness of compensation for the work performed, increase frequency and increase amount. Based on the responses, telecommunicators believed raises did not occur at a rate in which they believed fair nor did they feel that they were fairly compensated for the work they do.

To understand the issue with pay better, telecommunicators were asked to rank four statements using a Likert scale of 1 to 6. The scores below represent a weighted average based on the Likert scale.

- A weighted average of:
- 1 = Disagree very much
  - 2 = Disagree moderately
  - 3 = Disagree slightly
  - 4 = Agree slightly
  - 5 = Agree moderately
  - 6 = Agree very much

Here are the responses:

- 3.16 - I felt I was being paid a fair amount for the work I did.
- 4.48 - Raises were too few and far between.
- 4.13 - I was unappreciated by the organization when I think about what they paid me.
- 2.72 - I felt satisfied with my chances for salary increases.

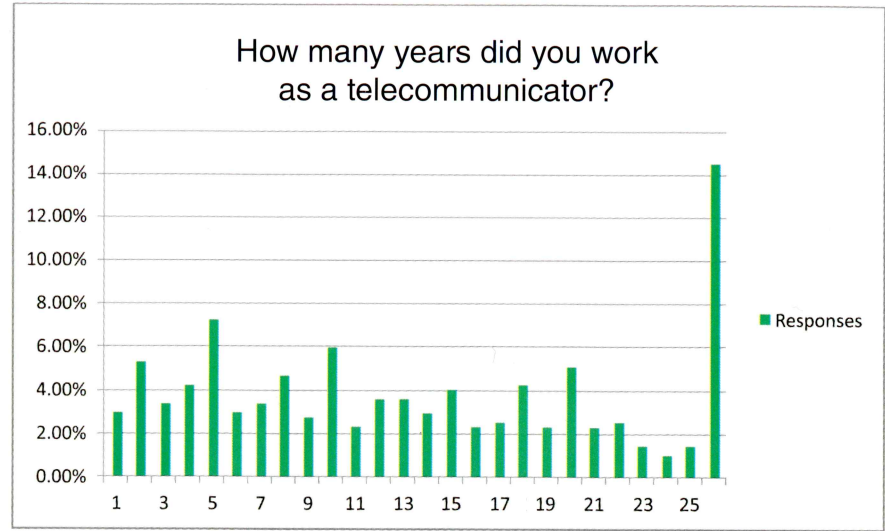
**HOW LIKELY ARE YOU TO RECOMMEND A JOB AS A TELECOMMUNICATOR TO A FRIEND?**

Finding employees through referrals can be one of the most cost-effective means to obtain workers. Respondents indicated that they were likely to very likely to recommend this job to a friend at 51.35% with 26.72% neutral, and 21.92% unlikely or very unlikely to recommend this job to a friend.

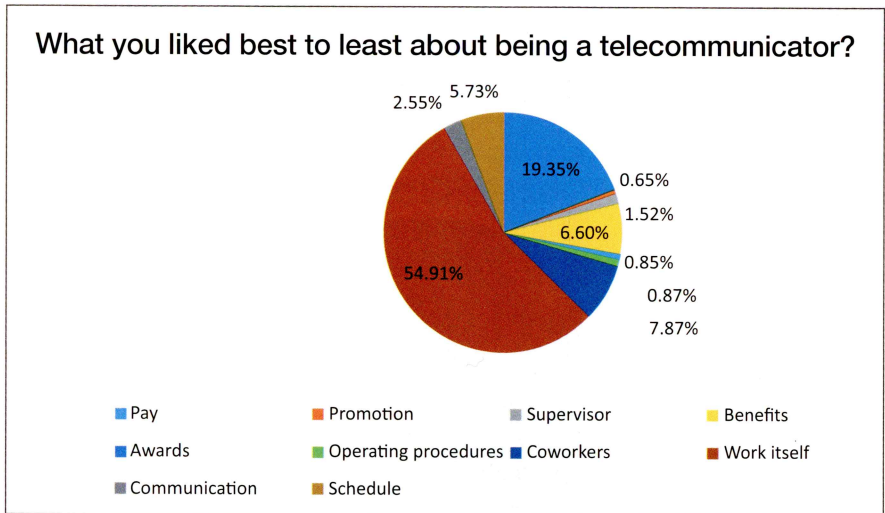
**WORK ENVIRONMENT**

The work environment is important to the health and mental well-being of employees. Employees that are satisfied with their work environment are more likely to have job satisfaction and less likely to intend to quit. When asked, “How would you describe the

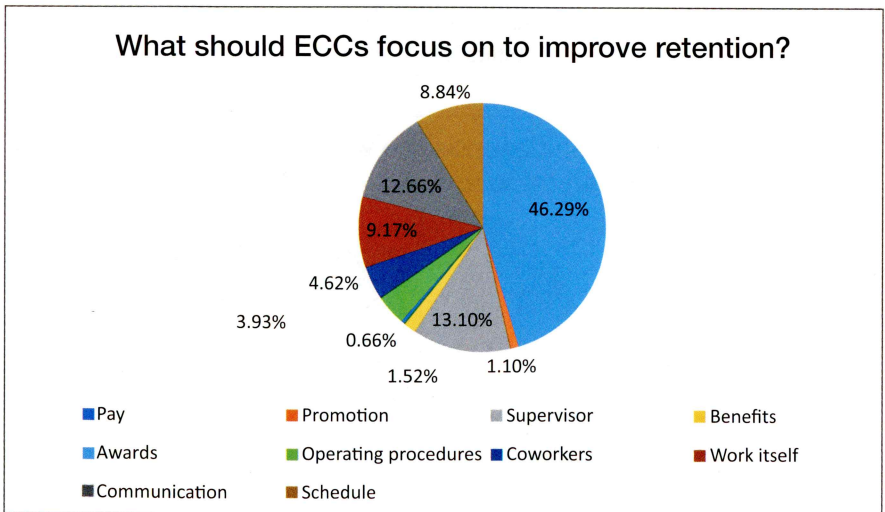
**Tenure**



**Likes and dislikes**



**Employee retention**



work environment?” 43.51% indicated the ECC was somewhat professional and 40.38% indicated that it was not so professional to

not at all professional, 13.18% thought it was very professional and 2.93% thought it was extremely professional.