



Case Study: Employee Opinion Surveys

Client > Core One Credit Union

Need > Better employee satisfaction

Product > HRValue Group Employee Opinion Survey

Findings > Core One received low marks from employees for consistency of management practices and overall communication.

Improvements > Core One instituted a weekly working lunch for managers to compare notes and ensure the uniform application of policies. In addition, managers developed a new communications model, stressing staff involvement through regular employee meetings. Some of the organizational changes that have occurred as a result of the new model include: more frequent employee reviews, internal posting of job openings, and a suggestion box in the employee lounge.

Results > In a follow-up employee opinion survey the next year, the results showed that Core One's changes were having a positive effect:

Overall Satisfaction >	11% increase
Satisfaction with Management Practices:	16% increase
Satisfaction with Communication:	13% increase

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