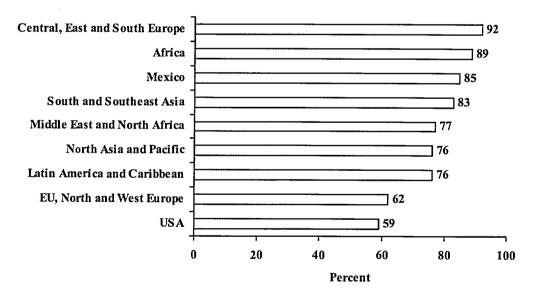


The survey also indicated that HORIZONS was viewed positively as an essential working tool. A high proportion of employees used HORIZONS in order to access such resources as standard letters. Sixty-three percent (63%) of employees reported using the site to access standard letters on at least an occasional basis. Less than half (43%) of employees reported using HORIZONS with any degree of regularity to determine who their clients are.

Employees rated HORIZONS very highly on all key indicators. The vast majority found it easy to use (87%) and found the information provided useful. HORIZONS received its highest rating for the leading practices it provided, with 95% of employees finding it very or somewhat useful.

The majority of employees (74%) at Post felt that the Geographic Division was useful in assisting them to do their work. This is a significant increase over the 62% reported in the 2000 survey. The Geographic Division was most likely to be called on in order to assist with missions, trade fairs and other Client Service Fund (CSF) projects. Support from the Geographic Division was rated highest by employees in the Central, East and South Europe region, with 92% of employees describing it as very or somewhat useful. As shown in Exhibit 5, satisfaction is lowest throughout the USA region where only 59% reported it as very or somewhat useful.

Exhibit 5: Percentage of Employees Reporting the Geographic Division is Useful



Question 2.22: Overall, how useful is the Geographic Division in assisting you in your work?