

## 2 Methodology

A comprehensive survey questionnaire was developed jointly by PricewaterhouseCoopers (PwC)<sup>1</sup> and the TCS, following a series of consultations with an Advisory Group representing different TCS employee communities at HQ and abroad. The questionnaire was then distributed to employees at HQ and the Posts, who then returned the questionnaire directly to PricewaterhouseCoopers. A series of strict measures are in place to safeguard the anonymity of respondents and the confidentiality of responses. These measures will be presented in the detailed report.

*The response rate for the employee survey was 80.2%. This ensures the validity of the results as being representative of all TCS employees. Weighting was used to correct for discrepancies between sample and true population proportions.*

### 2.1 Response Rate

The key measure of success of any employee survey is the number of questionnaires returned. **The response rate for this survey is 80.2%**, indicating an extremely high level of cooperation with this initiative, as well as a genuine interest in the prospect of change. A response rate of this magnitude, combined with the weighting procedure described below, completely ensures that the sample is representative of the TCS population as a whole. In fact, for practical purposes, we can consider this a **census of TCS employees**, as opposed to a representative sample. Exhibit 2.1 below presents response rates for major employee groups within the TCS.

---

<sup>1</sup> PricewaterhouseCoopers is the result of the recent merger between Coopers & Lybrand and Price Waterhouse, which took effect July 1, 1998. The same consulting team has been involved on this assignment throughout the merger activities.