

4.2 2003 Satisfiers

Satisfiers are items located in the upper right hand quadrant of **Exhibit 7**. These are issues that have a strong impact on overall employee satisfaction, so are important to employees, but are also factors for which employees are currently relatively more satisfied.

The items classed as satisfiers have remained the same since the 1998 and 2000 surveys. This indicates that satisfaction has remained relatively high. This continues to be good news given the importance of the items to overall satisfaction. If satisfaction with these items fell or if they became less important to overall satisfaction, this could have a detrimental effect on employee satisfaction.

The five satisfiers are, in descending order:

- Work Environment
- Leadership from Heads of Mission (HOM)/Senior Management
- Leadership from Immediate Supervisors
- Delivery of the IBD Program
- Leadership from the Chief Trade Commissioner

As noted in Section 3.2 however, employees have reported a decrease in satisfaction with two of these items, "Leadership from Head of Mission (HOM)/Senior Management" and "Leadership from Immediate Supervisor." They remain as satisfiers but probably warrant monitoring by management to ensure they do not decline further.

4.3 2003 Long Term Action Areas

Long Term Action Areas are items located in the lower left hand quadrant of **Exhibit 7**. These are issues for which employees have expressed lower levels of satisfaction, but which are not as strongly correlated with overall employee satisfaction. They are considered to be low priority when considering ways in which to improve employee satisfaction. Only two issues are classed as Long Term Action Areas: Hardship Level Designation and Benefits. Both of these items were also Long Term Action Areas in 2000.