

6. Comments and Suggestions from Respondents

The TCS employees were asked specifically to provide their feedback to the following questions:

- ▣ What changes since the 2000 TCS Employee Survey, both positive and negative, have had a significant impact on your work?
- ▣ What should be the one top priority for improvement over the next 18 months?
- ▣ Any other comments or suggestions

Feedback to these questions was provided by 594 out of 853 employees, or 70%. This represents an increase in personalized feedback over the 2000 survey. A wide range of responses was provided to the questions. Outlined below are the most frequently mentioned points.

Positive changes since the 2000 TCS Employee Survey include:

- ▣ Availability of training (76 mentions)
- ▣ Increased support from superiors (40 mentions)
- ▣ New Approach @ Work (38 mentions)
- ▣ Improved communications (37 mentions)
- ▣ Pay and benefits increases (34)

Increased availability of training and increases to pay and benefits were also cited as positive changes during the 2000 survey. Increased support from superiors and improved communications are new for this survey.

Negative changes since the 2000 TCS Employee Survey include:

- ▣ Human Resources issues, including problems with promotion, performance appraisals and hiring (83 mentions)
- ▣ Excessive workload and stress (30 mentions)
- ▣ Lack of sufficient funds/resources (27 mentions)
- ▣ Increases in bureaucracy (21 mentions)
- ▣ Failure to follow through on promises (19 mentions)
- ▣ Poor change management (18 mentions)