

2008 Annual Employee Survey

Section I	Always	Usually	Neutral	Rarely	Never	N/A, Do not know
The people I work with cooperate to get the job done						
I am given a real opportunity to improve my skills in my organization.						
My work gives me a feeling of personal accomplishment.						
I like the kind of work I do.						
I have trust and confidence in my supervisor.						
Does the ING workforce have the job-relevant knowledge and skills necessary to accomplish organizational goals.						
ING is able to recruit people with the right skills.						
I know how my work relates to the ING goals and priorities.						
The work I do is important.						
Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.						
Supervisors/team leaders in my work unit support employee development.						
My talents are used well in the workplace.						
My training needs are assessed.						
Promotions in my work unit are based on merit.						
In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.						
Creativity and innovation are rewarded.						
Difference in performance are recognized in a meaningful way						
Pay raises are based on performance						
My performance appraisal is a fair reflection of my performance.						
Discussions with my supervisor/team leader about my performance are worthwhile.						
Managers/supervisors/team leaders work well with employees of different backgrounds.						
My supervisor supports my need to balance work and family issues.						
I have a high level of respect for my organization's senior leaders.						
In my organization, leaders generate high levels of motivation and commitment in the workforce.						
Managers review and evaluate the organization's progress toward meeting its goals and objectives.						
Employees have a feeling of personal empowerment with respect to work processes.						

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Section I, cont.	Always	Usually	Neutral	Rarely	Never	N/A, Do not know
My workload is reasonable.						
Managers communicate the goals and priorities of the organization.						
My organization has prepared employees for potential security threats.						
We are efficient in our processes.						
We avoid or ignore internal conflict.						
We welcome internal conflict as an opportunity for improvement.						
Each individual attempts to succeed independently.						
Each individual attempts to succeed as a team.						
ING has only top-down communication.						
People are well informed and freely inform others.						
I am given my choice of assignments.						
Everyone is encouraged to identify and solve problems						
I have thought about resigning or leaving ING in the last year.						
Section II	Extremely Satisfied	Satisfied	Neutral	Dissatisfied	Extremely Dissatisfied	N/A, Do not know
How satisfied are you with the information you receive from management on what's going on in your organization?						
How satisfied are you with your involvement in decisions that affect your work?						
How satisfied are you in decisions that affect your work?						
How satisfied are you with the recognition you receive for doing a good job?						
How satisfied are you with the policies and practices of your senior leaders?						
How satisfied are you with the training you receive for your present job?						
Considering everything, how satisfied are you with your job?						
Considering everything, how satisfied are you with your pay?						
Overall, how good a job do you feel is being done by your immediate supervisor/team leader?						
Comments/Observations:						