



American Bankers Association – Community Bankers Conference, Orlando 2008

Results of the Crew Performance Survey

All those who visited the New West Institute LLC booth and voluntarily completed the survey were Executive Officers. The following ten items are ranked from **top concern to least concern** about their bank's staff performance.

1. I wish our staff were more fully engaged in the mission of our bank.
100% agreed
2. As our staff go about their work they know that by-passing the bank's chain of command is NOT approved.
38.5% disagreed; 54.1% agreed
3. Change is difficult to accept for most of our staff.
46.2% disagreed; 53.9% agreed
4. Our staff knows that getting good financial results is MORE important than balancing the results for all stakeholders.
38.5% disagreed; 38.5% agreed; 23.1% didn't know.
5. Our staff knows how to access programs at our bank that will help them improve their career opportunities.
23.1% disagreed; 69.2% agreed
6. Overall our staff works well together with minimal managerial control.
7.7% disagreed; 92.3% agreed
7. Overall, our staff would say that our bank is NOT making enough measureable progress.
84.6% disagreed; 7.7% agreed
8. When something goes wrong at our bank, it's important to find out who is to blame.
77% disagreed; 23.1% agreed
9. High staff turn-over is a problem at our bank.
84.7% disagreed; 15.4% agreed
10. When management makes promises to staff they know that management will always follow through.
100% agreed

The # 1 concern for Community Bank executives is having their staff more engaged in the mission of their bank. New West Institute LLC exists to address that concern.

To receive the specific survey data results please call 800-274-0733 Ext. #4 or write us at information@newwestinstitute.com