

APPENDIX I: CES FEEDBACK

(Botha and Schutte, 2003)

ABSA BROKERS February 2002 – March 2003 RELATIONSHIP CREDIBILITY DATA AND GRAPH SHEET

	ORG 02	F2F 02	F2F 03
Trust	55.68%	46.25%	60.25%
Rewards	68.48%	60.26%	62.16%
Allowing Viewpoints	56.04%	51.28%	64.23%
Empowerment	62.32%	59.62%	64.62%
Feedback	54.35%	44.87%	60.23%
Honesty	50.72%	33.33%	50.00%
Sincerity	49.28%	35.90%	52.00%
Courage	48.55%	38.46%	57.46%

	ORG 02	F2F 02	F2F 03
Caring Support	53.89%	45.41%	60.25%
Shared Information	54.35%	45.64%	62.16%
Transparency	48.07%	38.46%	65.23%
Kindness	59.60%	55.77%	62.62%
Encouragement	48.79%	46.15%	63.80%
Unity	54.71%	37.18%	59.90%
Clear Guidelines	58.33%	46.79%	59.00%
Frontline Visibility	53.38%	47.86%	63.46%

	ORG 02	F2F 02	F2F 03
Respect	54.18%	44.23%	59.45%
Dignity	55.25%	51.92%	59.92%
Openness	51.45%	34.62%	58.62%
Approachability	55.31%	50.43%	59.43%
Confidentiality	53.86%	40.17%	44.23%
Courtesy	56.16%	48.72%	53.79%
Helpfulness	52.90%	42.74%	45.56%
Friendliness	54.35%	41.03%	46.90%

	ORG 02	F2F 02	F2F 03
Ownership	55.63%	47.03%	62.15%
Information Quality	59.28%	50.77%	61.06%
Truth	50.72%	33.33%	67.75%
Job Security	57.83%	48.72%	63.22%
Creative Scope	57.73%	57.26%	62.23%
Listening Willingness	55.56%	45.30%	55.34%
Backing	52.66%	47.01%	58.67%
Future Prospects	55.62%	46.79%	59.40%

