

(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%

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
Respect	ORG 02 54.18%	F2F 02 44.23%	F2F 03 59.45%
Respect Dignity			
•	54.18%	44.23%	59.45%

53.86%

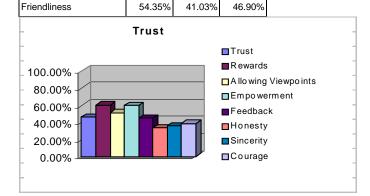
56.16%

52.90%

Confidentiality

Courtesy

Helpfulness



40.17%

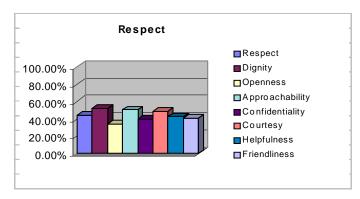
48.72%

42.74%

44.23%

53.79%

45.56%



	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
55.63%	47.03%	62.15%
59.28%	50.77%	61.06%
50.72%	33.33%	67.75%
57.83%	48.72%	63.22%
57.73%	57.26%	62.23%
55.56%	45.30%	55.34%
52.66%	47.01%	58.67%
55.62%	46.79%	59.40%
	55.63% 59.28% 50.72% 57.83% 57.73% 55.56% 52.66%	55.63% 47.03% 59.28% 50.77% 50.72% 33.33% 57.83% 48.72% 57.73% 57.26% 55.56% 45.30% 52.66% 47.01%

