**Task 3 – HR Performance Survey Results**

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| **Feedback Results** |
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| **Financial Performance (All JKL Managers)** |
| 10% agree that the SLA has been a major influence on the sales performance at JKL |
| 60% agree that the cost of the SLA is justifiable |
| 40% agree that the SLA has been a major contributor to the profitability of JKL |
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| **Customer Value (All JKL Managers)** |
| 60% agree that the SLA has helped to meet customer expectations. |
| 70% agree that the SLA has resulted in better sales people than previous internal HR recruitment. |
| 40% agree that the SLA has resulted in better mechanics than previous internal HR recruitment. |
| 90% agree that the SLA has allowed more productive use of time |
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| **People Value (All employees)** |
| 40% are content with remuneration. |
| 60% are happy with conditions of employment |
| 55% believe culture has improved |
| 65% believe communication and consultation has improved. |
| 60% believe the SLA has been instrumental in hiring better employees |
| 50% agree more training is required. |
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| **Internal Process (All JKL Managers)** |
| 50% agree the time it takes to hire new sales has reduced. |
| 30% believe nothing has changed in the time it takes to recruit new mechanics |
| 80% believe the SLA has improved the time it takes to recruit admin, senior management and other non-sales and non-service personnel. |
| 40% agree they have a full understanding of how the SLA works and their responsibility |
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| **External Provider – People Power** |
| 40% of the People Power reps believe that JKL Line Managers have responded as per SLA requirements. |
| 30% of the People Power reps believe that JKL employees were easy to work with |
| Senior Managers at People Power all agree that the financial performance of the SLA is below expectation. |
| 70% of the People Power reps believe that there is confusion in responsibilities between JKL and People Power reps.  |
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