

## INTRODUCTION AND METHODOLOGY

This survey was conducted December 2005 – January 2006. A total of 99 ANTHC customer respondents participated in the survey. Respondents were selected from a list of 105 customers provided by ANTHC. A census was attempted and almost achieved, in other words there was no sampling of respondents from the population, simply an attempt to interview everyone.

A sample size of 99 drawn from a total population of 105 items yields frequency results for measured data that are subject to a maximum margin of error of +/-2.4% at 95% confidence. In other words we can be 95% sure that our results differ from their true population proportions by no more than 2.4% on either side.

Responses by Health Corporation area were as follows:

CORPORATION	Area	Responses	Percent
Manilaq	NW	11	11.1%
NSHC	NW	15	15.2%
YKHC	Western	20	20.2%
TCC	Interior	22	22.2%
CRNC	Interior	2	2.0%
Southcentral	Interior	3	3.0%
BBAHC	South	8	8.1%
APIA	South	5	5.1%
SEARHC	South	5	5.1%
KANA	South	4	4.0%

Results were not weighted to balance any perceived bias. The response rate was so high that we were not concerned about significantly greater non-response from any particular group

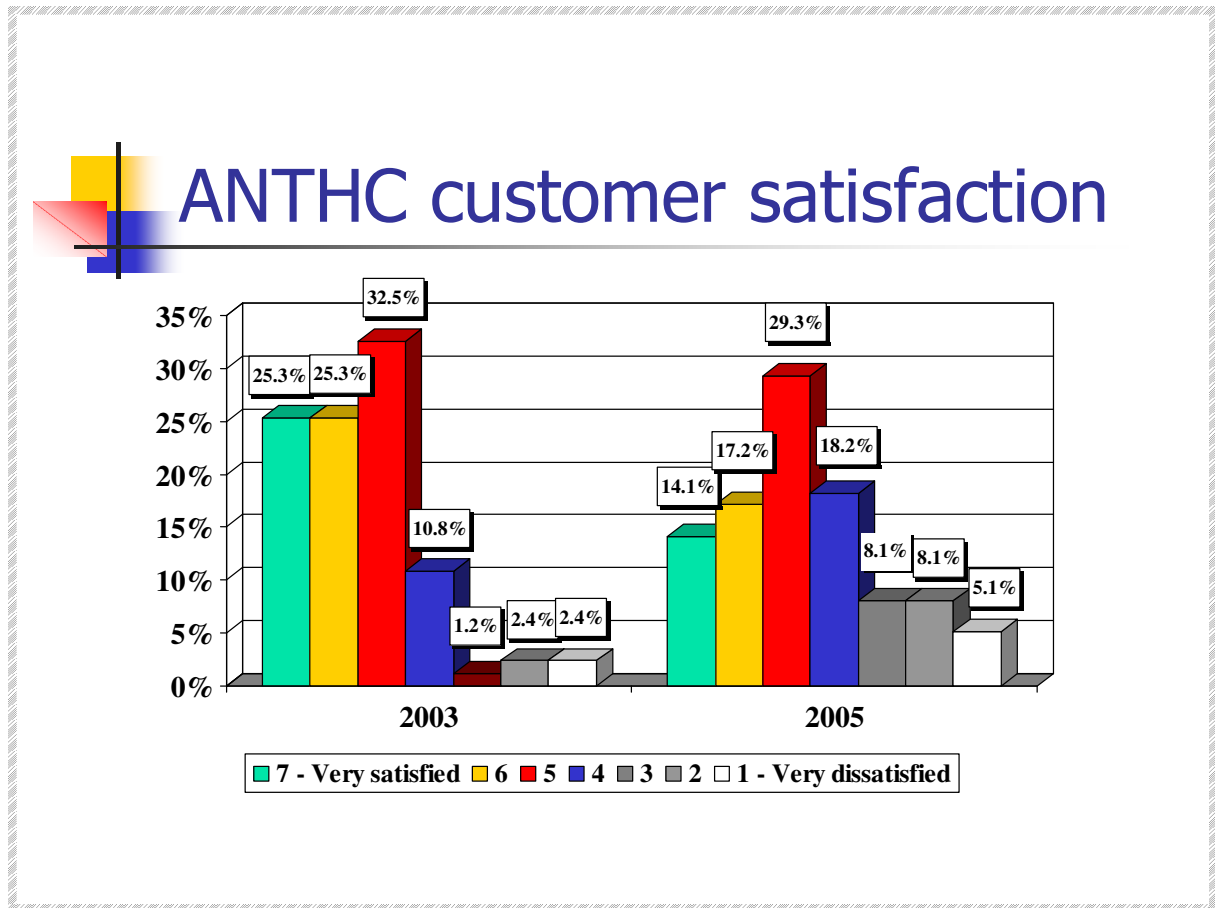
Fielding for this survey was conducted by telephone from our centralized facility in Anchorage. Collected data has been data entered, verified, checked for accuracy, coded, weighted and processed using SPSS, a standard statistical package for survey research. The elements of this report include an executive summary, the questionnaire in its final form collated with the frequency results for each question, and a crosstabulation section that breaks the sample down into core demographic groups.

Quality control measures were taken to ensure as high a response rate as possible for this study. These included supervision of interviewers, limitation of the calling set, repeated callbacks, post-interview quality control surveys, and calling at various times of day and evening over the course of the fielding period. As a result, we can be very confident of the accuracy of results within the statistical margin of error.

# EXECUTIVE SUMMARY

## ANTHC Customer satisfaction

ANTHC's customer satisfaction has taken a hit since 2003 as illustrated in the following chart. Satisfaction was rated on a scale from 1 to 7, where a 7 is very satisfied and a 1 is very dissatisfied.



In 2003, 83.1% of respondents gave a satisfaction score of 5, 6 or 7, i.e. on the satisfied side of neutral. This figure is down to 60.6%. Those scoring a 1, 2 or 3 are up from 6.0% in 2003 to 21.3% now.

The mean satisfaction score, recorded at 5.514 in 2003, has decreased to 4.667.

Obviously this is not a good result.

## Subcategory satisfaction

Any attempt to measure satisfaction should also endeavor to identify the sources of that satisfaction, or the lack of it.

To this end, respondents were also asked to rate their satisfaction within three broad satisfaction subcategories, and then on a total of nineteen specific service subcategories. Satisfaction ratings were measured on the same seven-point scale used for the overall satisfaction measure. Measuring these satisfaction subcategories allows us to identify in what areas satisfaction is high and low, and also allows us, most importantly, to use statistical techniques to identify which satisfaction issues “drive” overall satisfaction (and dissatisfaction) most strongly.

In the following analysis, the seven-point satisfaction scale is recoded into a three-point scale, with 5’s, 6’s and 7’s representing the “satisfied” group, the 4’s standing alone as “neutral”, and 1’s, 2’s and 3’s together as the “dissatisfied” group. This is done for ease of numeric digestion as much as for any other reason. The mean result is also reported for each element.

### Broad subcategories

SUBCATEGORIES	Satisfied (5-7)	Neutral (4)	Dissatisfied (1-3)	Mean
Quality of employees working on your project	74.8%	15.2%	10.1%	5.273
The planning and preconstruction phase of your Project	58.6%	20.2%	21.2%	4.747
The construction phase of your project	56.6%	24.2%	19.2%	4.556

As in 2003, we see the highest satisfaction for ANTHC employees, then respectively for the preconstruction and construction phases of their project. The results are similar to 2003’s, although like the overall satisfaction, all are depressed.

SUBCATEGORIES	2003 Mean	2005 Mean	Change
Quality of employees working on your project	5.675	5.273	-0.402
The planning and preconstruction phase of your Project	5.157	4.747	-0.410
The construction phase of your project	5.084	4.556	-0.528

## Specific subcategories

Nineteen satisfaction subcategories were tested as they were in 2003, with the following results:

SUBCATEGORIES	Satisfied (5-7)	Neutral (4)	Dissatisfied (1-3)	Mean
The value to your community of the improvements being built	91.9%	5.1%	3.0%	6.222
Employees treating you with respect	94.9%	2.0%	3.0%	6.172
The usefulness of the type of facilities being built	86.8%	9.1%	4.0%	6.141
Employees respecting your local customs and culture	88.0%	6.1%	6.0%	5.848
Courtesy of employees	85.9%	7.1%	7.0%	5.646
Employees listen to your concerns	80.8%	11.1%	8.1%	5.616
Employees ability to explain questions about the project	77.8%	16.2%	6.0%	5.556
Working with you to keep disruptions to community life to a minimum	77.9%	17.2%	5.0%	5.354
Employees responding to your questions and concerns	75.7%	15.2%	9.0%	5.333
The facility meeting the expectations of what your community wanted	79.7%	10.1%	<b>10.1%</b>	5.313
Working relationship between employees and your community members	75.8%	13.1%	<b>11.0%</b>	5.303
The level to which your community has been given sufficient information on projects	73.8%	13.1%	<b>13.1%</b>	5.172
Opportunities for employment for residents in your Community	70.7%	16.2%	<b>13.1%</b>	5.111
The level to which your community has been able to participate in the planning process	67.7%	23.2%	9.1%	5.071
Fulfilling our responsibilities as we said we would	63.6%	21.2%	<b>15.2%</b>	4.970
Employees clearly and consistently communicating with you and your community	69.7%	13.1%	<b>17.2%</b>	4.970
The level to which your community has been able to participate in decisionmaking	64.7%	21.2%	<b>14.2%</b>	4.929
The work proceeding according to agreement	57.6%	19.2%	<b>23.3%</b>	4.606
Opportunities for job training for residents in your Community	52.5%	23.2%	<b>24.2%</b>	4.485

Again, the ordering is similar to 2003... the top five items are the same this year albeit in a slightly different order. Note the red items... the dissatisfied percents over 10%... in 2003 there were four... this year there are nine.

Again, we can look at the comparison of the mean scores for each of these nineteen items... along with the magnitude of the difference between the 2003 and 2005 results.

SUBCATEGORIES	2003 Mean	2005 Mean	Change
The value to your community of the improvements being built	6.687	6.222	-0.465
Employees treating you with respect	6.241	6.172	-0.069
The usefulness of the type of facilities being built	6.578	6.141	-0.437
Employees respecting your local customs and culture	6.072	5.848	-0.224
Courtesy of employees	6.024	5.646	-0.378
Employees listen to your concerns	5.819	5.616	-0.203
Employees ability to explain questions about the project	5.940	5.556	-0.384
Working with you to keep disruptions to community life to a minimum	5.639	5.354	-0.285
Employees responding to your questions and concerns	5.663	5.333	-0.330
The facility meeting the expectations of what your community wanted	6.000	5.313	<b>-0.687</b>
Working relationship between employees and your community members	5.723	5.303	-0.420
The level to which your community has been given sufficient information on projects	5.410	5.172	-0.238
Opportunities for employment for residents in your community	5.578	5.111	-0.467
The level to which your community has been able to participate in the planning process	5.410	5.071	-0.339
Fulfilling our responsibilities as we said we would	5.450	4.970	-0.480
Employees clearly and consistently communicating with you and your community	5.386	4.970	-0.416
The level to which your community has been able to participate in decisionmaking	5.422	4.929	<b>-0.493</b>
The work proceeding according to agreement	5.325	4.606	<b>-0.719</b>
Opportunities for job training for residents in your community	4.711	4.485	-0.226

All nineteen means are down. The three largest declines, highlighted in red, are all related with work process...

“The work proceeding according to agreement” was the largest decliner... falling over 700 points. It was the second last item of the 19 in 2003, and it is still.

“The facility meeting the expectations of what your community wanted” has declined almost as much... it was in 6<sup>th</sup> place in 2003, but the mean decline has pushed it down to 10th.

# Satisfaction interrelationships

In a very real sense, the figures you see in the tables on the last two pages are not the most meaningful interpretation of this satisfaction data. What is much more important is how these variables inter-relate with the overall satisfaction measurement, or the degree to which each of them drives overall satisfaction.

We will use correlation techniques in the course of this summary:

**CORRELATION – a statistical measure that quantifies the linear relationship between two variables. With a pair of highly correlated variables, if one variable is high, the other would likely be high too.**

## Correlation

### By overall satisfaction

The result of a correlation analysis is the “correlation coefficient”. This varies anywhere from -1 to 1. A correlation coefficient of 1 represents a pair of perfectly correlated variables – for example a variable correlated with itself would produce a correlation coefficient of 1. A negative coefficient indicates a pair of variables which is negatively correlated, in other words, as one goes up the other tends to go down. A coefficient of 0 indicates a measure of no correlation at all, in either direction.

The following table looks at each of our twenty-two subcategories again, the three broad subcategories and the nineteen specific ones, again gives their means, and then also gives the correlation coefficient result when each is correlated with the overall satisfaction measure.

### Broad subcategories

First our three main subcategories... here they are, with their mean results, and the correlation coefficient of each one when compared to the overall satisfaction variable...

SUBCATEGORY	Mean	Correlation coefficient
Quality of employees working on your project	5.273	0.560
The planning and preconstruction phase of your project	4.747	0.548
The construction phase of your project	4.556	0.598

And here is the comparison with the correlations we saw in 2003...

SUBCATEGORY	2003 Correlation coefficient	2005 Correlation coefficient
Quality of employees working on your project	0.485	0.560
The planning and preconstruction phase of your project	0.495	0.548
The construction phase of your project	0.508	0.598

Like in 2003, each of the three main subvariables are strongly correlated with overall satisfaction. The correlation coefficients were all very equal in 2003... this year, there is more of an edge for the construction phase variable.

## Specific subcategories

Here are the 19 subvariables, their mean satisfaction scores, and their correlations with the overall satisfaction variable.

SUBCATEGORIES	2005 Mean	Correlation coefficient
The value to your community of the improvements being built	<b>6.222</b>	0.347
Employees treating you with respect	<b>6.172</b>	0.377
The usefulness of the type of facilities being built	<b>6.141</b>	0.333
Employees respecting your local customs and culture	<b>5.848</b>	0.441
Courtesy of employees	<b>5.646</b>	0.542
Employees listen to your concerns	5.616	0.503
Employees ability to explain questions about the project	5.556	0.499
Working with you to keep disruptions to community life to a minimum	5.354	0.487
Employees responding to your questions and concerns	5.333	0.510
The facility meeting the expectations of what your community wanted	5.313	0.387
Working relationship between employees and your community members	5.303	<b>0.605</b>
The level to which your community has been given sufficient information on projects	5.172	<b>0.614</b>
Opportunities for employment for residents in your community	5.111	0.501
The level to which your community has been able to participate in the planning process	5.071	0.434
Fulfilling our responsibilities as we said we would	<b>4.970</b>	<b>0.697</b>
Employees clearly and consistently communicating with you and your community	<b>4.970</b>	<b>0.611</b>
The level to which your community has been able to participate in decisionmaking	<b>4.929</b>	0.512
The work proceeding according to agreement	<b>4.606</b>	<b>0.577</b>
Opportunities for job training for residents in your community	<b>4.485</b>	0.494

We see again, like in 2003, that the higher correlation items tend to be the lower satisfaction items. **Satisfaction is not driven as strongly by the good stuff as it is by the bad.** The five red items in the correlation column are the highest correlated items.

Here are the subvariables again, this time with a 2003 and 2005 correlation coefficient comparison... ordered by the 2005 coefficient.

SUBCATEGORY	2003 Correlation coefficient	2005 Correlation coefficient	Difference
Fulfilling our responsibilities as we said we would	0.584	0.697	+0.113
The level to which your community has been given sufficient information on projects	0.595	0.614	+0.019
Employees clearly and consistently communicating with you and your community	0.470	0.611	+0.141
Working relationship between employees and your community members	0.445	0.605	+0.160
The work proceeding according to agreement	0.625	0.577	-0.048
Courtesy of employees	0.363	0.542	+0.179
The level to which your community has been able to participate in decisionmaking	0.462	0.512	+0.050
Employees responding to your questions and concerns	0.425	0.510	+0.085
Employees listen to your concerns	0.494	0.503	+0.009
Opportunities for employment for residents in your community	0.259	0.501	+0.242
Employees ability to explain questions about the project	0.540	0.499	-0.041
Opportunities for job training for residents in your community	0.286	0.494	+0.208
Working with you to keep disruptions to community life to A minimum	0.534	0.487	-0.047
Employees respecting your local customs and culture	0.179	0.441	+0.262
The level to which your community has been able to participate in the planning process	0.457	0.434	-0.023
The facility meeting the expectations of what your community wanted	0.385	0.387	+0.002
Employees treating you with respect	0.398	0.377	-0.021
The value to your community of the improvements being built	0.093	0.347	+0.254
The usefulness of the type of facilities being built	0.168	0.333	+0.165

Way out in the lead correlation-wise this year...

**“Fulfilling our responsibilities as we said we would”**... it scored a 0.584 in 2003 and was the 3<sup>rd</sup> highest correlating variable... it’s now up to a 0.697 and is in 1<sup>st</sup> by a long way. It ranks 15<sup>th</sup> out of 19 satisfaction-wise

**“The level to which your community has been given sufficient information on projects”** ranks 2<sup>nd</sup> correlation-wise and 12<sup>th</sup> by satisfaction.

**“Employees clearly and consistently communicating with you and your community”** ranks 3<sup>rd</sup> in correlation, 16<sup>th</sup> in satisfaction.

**“Working relationship between employees and your community members”** ranks 4<sup>th</sup> in correlation, 11<sup>th</sup> in satisfaction.

**“The work proceeding according to agreement”** was the top correlated item in 2003, but has dropped to 5<sup>th</sup> this year, 18<sup>th</sup> in satisfaction.

As we saw in 2003, the items related to the behavior of employees, their courtesy, their respect for culture and customs, and their respect for the customer are all relatively low correlation items. The top issues, like in 2003, are related to communication. Doing what you say you’ll do. Sticking to the agreement. Communicating effectively.

## Satisfaction groups

Repeating analysis we did in 2003, we're going to look at two significant groups satisfaction-wise. **The 5's and the 1-3's.** The theory here is... there are two principal ways to improve ANTHC's customer satisfaction... in the words of the old song... one is to eliminate the negative, the other is to accentuate the positive.

On a seven-point scale, we can consider the 6's and 7's to be essentially satisfied without much reservation – and if there is reservation it's fairly small and insignificant. A 5 is certainly in the satisfied half of the seven-point scale, but clearly respondents have more significant reservations that are “pushing them down” to the 5 level on overall satisfaction. Of the 99 respondents, 60 are satisfied (5-7), and of these 29 are 5's and 31 are 6's.

The 1-3's are the dissatisfied respondents. In 2003, only 5 of the 83 respondents were 1's, 2's or 3's. This year, we're looking at 21 out of 99.

For each of these groups, we will study the satisfaction means for each group and compare them to their corresponding means among respondents that are more satisfied overall. For example, with the 5's group, we look at satisfaction means for all the subvariables among the 5's, then compare them to the means among the 6-7 respondents. We measure the significance of the difference between the means using the F statistic... the lower the F probability, the more significant the difference.\*\*

The theory here is that the subvariables that show the most significantly depressed means among 5's than they do among 6-7's are the ones that are likely to be causing the drop down to the 5 level.

We conduct a similar process with the 1-3's. but here we compare means with all other respondents, i.e. the 4-7's.

\*\* The F probability stated in each case is the probability of the “null hypothesis”, which states that there is no relationship between the variables. Thus a small probability indicates a high likelihood of significance.

## The 5's

Among the 5's on overall satisfaction, we see the following F probabilities for significance between the 5's and the 6-7's. Remember, the low probabilities represent the most significant differences. Significance is highlighted in red, defined as  $<0.05$ , or greater than 95% likelihood of significance.

SUBCATEGORY	F Probability
The planning and preconstruction phase of your project	<b>0.0095</b>
Quality of employees working on your project	<b>0.0201</b>
The construction phase of your project	0.1116

Remember, this is the accentuating the positive part of the equation. When asking yourself what issues are likely to make satisfied customers more satisfied... this analysis holds your answers.

We see the preconstruction phase as being the most significant of our main three subvariables. In 2003, it was the construction phase that showed the strongest relationship with an F probability of 0.0018... it has dropped off this year to being officially insignificant.

To illustrate these significances... consider the following mean scores:

SUBCATEGORY	Overall 5's	Overall 6-7's
The planning and preconstruction phase of your project	<b>4.862</b>	<b>5.677</b>
Quality of employees working on your project	<b>5.448</b>	<b>6.161</b>
The construction phase of your project	4.931	5.419

For example, the 29 respondents who rated ANTHC a 5 for overall satisfaction rated a mean score of 4.862 for the planning and preconstruction phase, compared to 5.677 for the 6-7's overall.

There are differences for all three items, but the magnitude and significance of the preconstruction result is notable. Among the 6's and 7's, the preconstruction mean is 2<sup>nd</sup> of the three, higher than the construction mean. Among the 5's, it drops down to third place.

Let's look now at our 19 subvariables...

SUBCATEGORY	F Probability
The level to which your community has been given sufficient information on projects	<b>0.0003</b>
The level to which your community has been able to participate in decisionmaking	<b>0.0006</b>
The level to which your community has been able to participate in the planning process	<b>0.0012</b>
The facility meeting the expectations of what your community wanted	<b>0.0023</b>
Fulfilling our responsibilities as we said we would	<b>0.0025</b>
Employees clearly and consistently communicating with you and your community	<b>0.0028</b>
The usefulness of the type of facilities being built	<b>0.0031</b>
Working relationship between employees and your community members	<b>0.0033</b>
Employees ability to explain questions about the project	<b>0.0043</b>
Employees responding to your questions and concerns	<b>0.0079</b>
The value to your community of the improvements being built	<b>0.0092</b>
Employees treating you with respect	<b>0.0119</b>
Employees respecting your local customs and culture	<b>0.0150</b>
Working with you to keep disruptions to community life to a minimum	<b>0.0194</b>
Employees listen to your concerns	<b>0.0265</b>
Courtesy of employees	<b>0.0413</b>
Opportunities for job training for residents in your community	0.0774
Opportunities for employment for residents in your community	0.1140
The work proceeding according to agreement	0.2364

The top three are items are the same as the top three in 2003... the extent to which their community has been...

- a) included in decisionmaking
- b) given information about the project
- c) included in the planning process

Again, to illustrate this result...

SUBCATEGORY	Overall 5's	Overall 6-7's
The level to which your community has been given sufficient information on projects	<b>5.207</b>	<b>6.194</b>
The level to which your community has been able to participate in decisionmaking	<b>4.966</b>	<b>5.903</b>
The level to which your community has been able to participate in the planning process	<b>4.931</b>	<b>5.903</b>

Again we see significant differences for all three of these items. It is good that the results are consistent with 2003... it adds weight to the result.

**To turn 5's into 6's, give the communities the information they need, and allow them to participate.**

## The 1-3's

Similarly, we can look at the 1-3's and compare them to the 4-7's. In 2003, we only had 5 dissatisfied respondents, so results were somewhat tenuous. The one silver lining about the higher negative we have this year is that we have more confidence in our findings as to what is causing the negative.

We see the following significance results for our three main subvariables:

SUBCATEGORY	F probability	F score
The construction phase of your project	<b>0.0000</b>	<b>44.5</b>
Quality of employees working on your project	<b>0.0000</b>	<b>35.0</b>
The planning and preconstruction phase of your project	<b>0.0000</b>	<b>29.5</b>

Note that in all three cases, the number of significant figures on our statistics program does not allow us to distinguish between the respective probabilities, so we also include an F score with these results... the larger the F score, the more significant the difference and the lower the F probability.

Again, to illustrate these results...

SUBCATEGORY	Overall 1-3's	Overall 4-7's
The construction phase of your project	<b>2.810</b>	<b>5.026</b>
Quality of employees working on your project	<b>3.762</b>	<b>5.679</b>
The planning and preconstruction phase of your project	<b>3.238</b>	<b>5.154</b>

The ordering of satisfaction is the same among the 1-3's and the 4-7's. Employees rank first, preconstruction 2<sup>nd</sup> and construction 3<sup>rd</sup>. All are extremely significant differences, but the construction phase result is the most significant. The magnitude of the difference is larger, and the 2.81 construction mean among the 1-3's is extremely low. 9 out of the 21 dissatisfied respondents scored a 1 for the construction phase.

On to the 19 subvariables...

SUBCATEGORY	F probability	F score
Fulfilling our responsibilities as we said we would	<b>0.0000</b>	<b>46.4</b>
The work proceeding according to agreement	<b>0.0000</b>	<b>34.1</b>
Opportunities for employment for residents in your community	<b>0.0000</b>	<b>31.5</b>
The level to which your community has been given sufficient information on projects	<b>0.0000</b>	<b>29.9</b>
Employees clearly and consistently communicating with you and your community	<b>0.0000</b>	<b>27.4</b>
Working relationship between employees and your community members	<b>0.0000</b>	<b>27.1</b>
Working with you to keep disruptions to community life to a minimum	<b>0.0000</b>	<b>21.5</b>
Employees listen to your concerns	<b>0.0000</b>	<b>20.9</b>
Courtesy of employees	<b>0.0000</b>	<b>20.8</b>
Employees responding to your questions and concerns	<b>0.0000</b>	<b>18.2</b>
Opportunities for job training for residents in your community	<b>0.0000</b>	<b>18.1</b>
Employees ability to explain questions about the project	<b>0.0001</b>	<b>17.6</b>
The value to your community of the improvements being built	<b>0.0001</b>	<b>15.7</b>
The level to which your community has been able to participate in decisionmaking	<b>0.0003</b>	<b>14.0</b>
Employees respecting your local customs and culture	<b>0.0007</b>	<b>12.4</b>
The facility meeting the expectations of what your community wanted	<b>0.0009</b>	<b>11.7</b>
The level to which your community has been able to participate in the planning process	<b>0.0017</b>	<b>10.4</b>
The usefulness of the type of facilities being built	<b>0.0042</b>	<b>8.6</b>
Employees treating you with respect	<b>0.0060</b>	<b>7.9</b>

Again, we have consistency with 2003, despite the fact that we only had 5 dissatisfied respondents back then. The top item in this list was the top item back then... “Fulfilling our responsibilities as we said we would”. Doing what you say you’ll do.

Furthermore, the similar item “The work proceeding according to agreement” ranked 2<sup>nd</sup> this time, 4<sup>th</sup> in 2003. Down in 4<sup>th</sup> this year is this other important variable... “The level to which your community has been given sufficient information on projects”.

Again, let's look at the top three items and their differences in means...

SUBCATEGORY	Overall 1-3's	Overall 4-7's
Fulfilling our responsibilities as we said we would	<b>3.190</b>	<b>5.449</b>
The work proceeding according to agreement	<b>2.857</b>	<b>5.077</b>
Opportunities for employment for residents in your community	<b>3.619</b>	<b>5.513</b>

In conclusion, we see clear results this year that back up what we found in 2003...

- ✚ When it comes to accentuating the positive, communication with your customers, allow them to participate in the process, particularly in the planning and preconstruction phase.
- ✚ To eliminate the negative, just do what you say you'd do. Fulfill your responsibilities. Do the work as agreed.

Considering the growth in the negative this year, we might want to explore the "Fulfilling our responsibilities as we said we would" item... and try and identify which issues relate strongly to it.

### **Fulfilling our responsibilities as we said we would**

If we correlate this variable with all the other satisfaction items, we find the following interesting results:

SUBCATEGORY	2005 Correlation coefficient
The planning and preconstruction phase of your project	0.641
The construction phase of your project	0.499

The correlation between this variable and the planning and preconstruction phase satisfaction is higher than the construction phase. Seems to indicate that the lack of fulfillment of responsibilities occurs more in the time prior to construction.

And these are the top four items with this variable, all >0.600 correlation...

SUBCATEGORY	2005 Correlation coefficient
The level to which your community has been given sufficient information on projects	0.685
The work proceeding according to agreement	0.653
Working relationship between employees and your community members	0.648
Employees responding to your questions and concerns	0.639

So “Fulfilling our responsibilities as we said we would” is related most strongly to being given sufficient information, which if you recall is the item that shows the strongest relationship between the 5’s and the 6-7’s. Thus these both appear to be the central items this year...

**Fulfilling our responsibilities as we said we would**

**The level to which your community has been given sufficient information on projects**

They are the top two items by correlation with overall satisfaction...

The information item is the top related item between the 5’s and the 6-7’s...

The fulfilling item is the top related item between the 1-3’s and the 4-7’s...

And they correlate together very strongly.

## Agree-disagrees

The same ten statements as were tested in 2003 were measured on an identical seven point scale, this time of agreement rather than satisfaction. Grouping the responses in the same way we see the following results:

STATEMENT	Agree (5-7)	Neutral (4)	Disagree (1-3)	Mean
When this project is completed, our community will be better off than before	93.9%	5.1%	1.0%	6.455
The project being built is what we wanted for our community	88.9%	4.0%	7.1%	6.071
I have confidence in the work ANTHC are doing	81.8%	11.1%	7.1%	5.788
ANTHC has encouraged participation from members of our community	78.8%	14.1%	7.1%	5.596
I would be likely to use ANTHC again for other construction projects	76.8%	15.2%	8.1%	5.525
I often say good things to people about the work being done by ANTHC	70.7%	20.2%	9.1%	5.283
ANTHC does a good job meeting our needs	72.7%	14.1%	<b>13.1%</b>	5.131
There is good communication between ANTHC and members of our community	68.7%	19.2%	<b>12.1%</b>	5.121
The ANTHC water and sewer construction program is doing a better job than other organizations	56.6%	35.4%	8.1%	4.929
Members of the community are satisfied with the decision-making process	65.7%	17.2%	<b>17.2%</b>	4.818

We have more than 10% disagreement with three of these statements as indicated by the bolded red figures.

Results compare to 2003 as follows:

STATEMENT	2003 Mean	2005 Mean	Difference
When this project is completed, our community will be better off than before	6.639	6.455	-0.184
The project being built is what we wanted for our community	6.241	6.071	-0.170
I have confidence in the work ANTHC are doing	6.048	5.788	-0.260
ANTHC has encouraged participation from members of our community	5.771	5.596	-0.175
I would be likely to use ANTHC again for other construction projects	5.940	5.525	<b>-0.415</b>
I often say good things to people about the work being done by ANTHC	5.590	5.283	-0.307
ANTHC does a good job meeting our needs	5.639	5.131	<b>-0.508</b>
There is good communication between ANTHC and members of our community	5.386	5.121	-0.265
The ANTHC water and sewer construction program is doing a better job than other organizations	5.108	4.929	-0.179
Members of the community are satisfied with the decision-making process	5.361	4.818	<b>-0.543</b>

The largest declines are for keeping community members satisfied with the decision-making process... and with doing a good job meeting customer needs.

## Correlation with agree-disagrees

In exactly the same way, we can calculate correlation coefficients between the overall satisfaction variable and each of the ten agree-disagree statements in turn. We see the following results:

STATEMENT	Mean	Correlation coefficient
When this project is completed, our community will be better off than before	6.455	0.160
The project being built is what we wanted for our community	6.071	0.417
I have confidence in the work ANTHC are doing	5.788	<b>0.661</b>
ANTHC has encouraged participation from members of our community	5.596	0.468
I would be likely to use ANTHC again for other construction projects	5.525	<b>0.660</b>
I often say good things to people about the work being done by ANTHC	5.283	0.619
ANTHC does a good job meeting our needs	5.131	<b>0.641</b>
There is good communication between ANTHC and members of our community	5.121	0.577
The ANTHC water and sewer construction program is doing a better job than other organizations	4.929	0.493
Members of the community are satisfied with the decision-making process	4.818	0.625

The top three results for correlation with overall satisfaction are as follows:

**I have confidence in the work ANTHC are doing**

**I would be likely to use ANTHC again for other construction projects**

**ANTHC does a good job meeting our needs**

The fact that these agree-disagree statements correlate closely with overall satisfaction is not surprising... what is more informative is looking at what other satisfaction items these three variables correlate with closely. The following three tables list those satisfaction variables that these statements correlate with at a >0.600 level.

**I have confidence in the work ANTHC are doing:**

SUBCATEGORY	Correlation coefficient
Fulfilling our responsibilities as we said we would	0.666
The level to which your community has been given sufficient information on projects	0.635
Employees ability to explain questions about the project	0.631

**I would be likely to use ANTHC again for other construction projects**

SUBCATEGORY	Correlation coefficient
Fulfilling our responsibilities as we said we would	0.665
The level to which your community has been given sufficient information on projects	0.637
Working relationship between employees and your community members	0.635
Employees listen to your concerns	0.604
Employees ability to explain questions about the project	0.601

**ANTHC does a good job meeting our needs**

SUBCATEGORY	Correlation coefficient
Fulfilling our responsibilities as we said we would	0.645

At the top of each of these lists... fulfilling our responsibilities as we said we would. And its twin, giving sufficient information on projects. Communicate. Listen. Give information. Explain. Do what you say you'll do. Honor agreements.

## Crosstabulation significances

### By gender

Of the 99 respondents, 62 are men, 37 are women. Generally speaking the satisfaction results from women are lower than that for the men.

Looking at the mean comparisons between men and women reported on Pages 54 and 55 of the crosstabs, we see an overall ANTHC satisfaction mean of 4.74 from men and 4.54 from women.

Of the 3 main satisfaction measures, women report higher satisfaction with employees, but lower on the two construction satisfaction variables:

SUBCATEGORY	Men	Women	M-W
The planning and preconstruction phase of your project	4.82	4.62	+0.20
The construction phase of your project	4.60	4.49	+0.11
Quality of employees working on your project	5.21	5.38	-0.17

And among the 19 subvariables, women score lower means for 17... the two exceptions being...

SUBCATEGORY	Men	Women	M-W
The facility meeting the expectations of what your community wanted	5.31	5.32	-0.01
The usefulness of the type of facilities being built	6.10	6.22	-0.12

And the worst results among women the following four...

SUBCATEGORY	Men	Women	M-W
Fulfilling our responsibilities as we said we would	5.18	4.62	+0.56
Work proceeding according to agreement	4.73	4.41	+0.32
Employees respecting your local customs and culture	5.98	5.62	+0.26
Employees treating you with respect	6.26	6.03	+0.23

Interesting that results from men are worse on the items that concern the facilities themselves, and results from women are worse on items related to doing what you say you'll do.

Among the agree-disagree statements, two results stand out with significant differences between men and women, as follows:

SUBCATEGORY	Men	Women	M-W
Members of the community are satisfied with the decision-making process	5.06	4.41	+0.65
ANTHC has encouraged participation from members of our community	5.76	5.32	+0.44

## City vs Village

Similarly, village results are worse than city results, with a large difference, most notably, for the overall satisfaction mean. City respondents grade their overall satisfaction with a mean of 5.08, while their village counterparts grade a mean satisfaction of 4.30, a difference of 78 points.

Mean differences of more than 50 points between city and village are as follows:

SUBCATEGORY	City	Village	C-V
Opportunities for job training for residents in your community	4.92	4.13	+0.79
The level to which your community has been able to participate in decisionmaking	5.32	4.62	+0.70
Employees respecting your local customs and culture	6.11	5.58	+0.53
The level to which your community has been able to participate in the planning process	5.34	4.83	+0.51
Opportunities for employment for residents in your community	5.39	4.89	+0.50

Opportunities for employment and job training are that much more important to village respondents, along with the level the community has been included in planning and decisionmaking. Employees not showing respect for customs and culture is less of a problem among city respondents.

The largest agree-disagree differences are as follows:

SUBCATEGORY	City	Village	C-V
There is good communication between ANTHC and members of our community	5.61	4.72	+0.89
ANTHC does a good job meeting our needs	5.53	4.74	+0.79
ANTHC has encouraged participation from members of our community	5.95	5.26	+0.69
I often say good things about ANTHC	5.50	5.00	+0.50

## Region

Responses for this survey are split roughly evenly between the four regions, Interior, Northwest, South and West. Of these regions, Northwest shows the worst overall satisfaction results, as follows:

REGION	Overall satisfaction mean
Interior	4.81
Northwest	4.31
South	4.73
West	4.85

Roughly equal results in all regions except Northwest.

There are three results which stand out with significant variance between the regions, as follows:

SUBCATEGORY	Int	NW	S	S
Employees clearly and consistently communicating with you and your community	5.00	4.50	4.69	5.90
Employees responding to your questions and concerns	5.41	4.92	5.08	6.10
Fulfilling our responsibilities as we said we would	5.22	4.50	4.65	5.65

All three of these results show a similar pattern... very good results in West, average to good results in Interior, poor results in South and the worst results of all in Northwest.

Northwest's results are interesting... they score the highest satisfaction mean for employees for all four regions, yet are the worst for the above variables and a few others... mostly connected to communication and listening.

## Lead/Other

Of these two groups, the other respondents deliver the worse results. Overall satisfaction scores a 4.79 mean among leads, and a 4.42 mean among the others, a margin of 37 points.

Among the three main subcategories, other respondents deliver lower results in all three cases...

SUBCATEGORY	Lead	Other	L-O
Quality of employees working on your project	5.38	5.06	+0.32
The planning and preconstruction phase of your project	4.82	4.61	+0.21
The construction phase of your project	4.62	4.42	+0.20

And among the 19 subvariables, other respondents give lower means for 14 of them. In most cases, the difference isn't very large... the following are the differences of 30 points or more:

SUBCATEGORY	Lead	Other	L-O
The usefulness of the type of facilities being built	6.32	5.79	+0.53
Employees responding to your questions and concerns	5.45	5.09	+0.36
Working with you to keep disruptions to community life to a minimum	5.47	5.12	+0.35
The facility meeting the expectations of what your community wanted	5.42	5.09	+0.33
Working relationship between employees and your community members	5.41	5.09	+0.32
Employees clearly and consistently communicating with you and your community	5.08	4.76	+0.32

The facilities result at the head of the table is very significant. For a larger gap to appear for a variable with a mean closer to 7 than the others is quite significant. Finding... the "other" respondents are less convinced of the usefulness of the facilities than are the leads. They also have several communications issues with employees.

By agree-disagree, we see the following significant (>30 point) differences:

SUBCATEGORY	Lead	Other	L-O
There is good communication between ANTHC and members of our community	5.33	4.70	+0.63
ANTHC does a good job meeting our needs	5.33	4.73	+0.60
I often say good things about ANTHC	5.47	4.91	+0.56

There are parallels between the lead/other results and the city/village results... not surprising since the “other” respondents are 100% village.

Thank you for the opportunity to conduct this research. Any questions concerning the contents of this report should be directed to Ivan Moore at 907-278-4600 or by e-mail at [ivan@ivanmoorerresearch.com](mailto:ivan@ivanmoorerresearch.com)