**Summary**

<table>
<thead>
<tr>
<th></th>
<th>N</th>
<th>1+</th>
<th>2+</th>
<th>3+</th>
<th>4+</th>
<th>5</th>
<th>Average</th>
</tr>
</thead>
</table>
| **Employee Pulse: Engagement** | 7 | 4.22% | 10.84% | 19.88% | 41.57% | 23.49% | 3.69%
| **RTA Process**           | 7 | 6.49% | 12.99% | 7.79% | 37.66% | 35.06% | 3.82%
| **Summary**               | 7 | 4.94% | 11.52% | 16.05% | 40.33% | 27.16% | 3.73%

**Demographics**

**Indicate your Technical Area**

<table>
<thead>
<tr>
<th>Option</th>
<th>N</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other</td>
<td>7</td>
<td></td>
<td>100.00%</td>
</tr>
</tbody>
</table>

**Time in Current Role**

<table>
<thead>
<tr>
<th>Option</th>
<th>N</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. 1-6 Months</td>
<td>2</td>
<td></td>
<td>28.57%</td>
</tr>
<tr>
<td>3. 6 Mo. – 1 year</td>
<td>1</td>
<td></td>
<td>14.29%</td>
</tr>
<tr>
<td>4. 1-2 years</td>
<td>1</td>
<td></td>
<td>14.29%</td>
</tr>
<tr>
<td>5. 2-5 years</td>
<td>2</td>
<td></td>
<td>28.57%</td>
</tr>
<tr>
<td>7. 10-20 years</td>
<td>1</td>
<td></td>
<td>14.29%</td>
</tr>
</tbody>
</table>

**Work Location**

<table>
<thead>
<tr>
<th>Option</th>
<th>N</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asia</td>
<td>2</td>
<td></td>
<td>28.57%</td>
</tr>
<tr>
<td>United States</td>
<td>5</td>
<td></td>
<td>71.43%</td>
</tr>
</tbody>
</table>

**Your Length of Service in Industry (other than ExxonMobil)**

<table>
<thead>
<tr>
<th>Option</th>
<th>N</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. 0-1 Month</td>
<td>2</td>
<td></td>
<td>28.57%</td>
</tr>
<tr>
<td>3. 6 Mo. – 1 year</td>
<td>1</td>
<td></td>
<td>14.29%</td>
</tr>
<tr>
<td>6. 5-10 years</td>
<td>1</td>
<td></td>
<td>14.29%</td>
</tr>
<tr>
<td>8. 20+ years</td>
<td>3</td>
<td></td>
<td>42.86%</td>
</tr>
</tbody>
</table>

**Your Length of Service with ExxonMobil**

<table>
<thead>
<tr>
<th>Option</th>
<th>N</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>3. 6 Mo. – 1 year</td>
<td>1</td>
<td></td>
<td>14.29%</td>
</tr>
<tr>
<td>5. 2-5 years</td>
<td>2</td>
<td></td>
<td>28.57%</td>
</tr>
<tr>
<td>7. 10-20 years</td>
<td>3</td>
<td></td>
<td>42.86%</td>
</tr>
<tr>
<td>8. 20+ years</td>
<td>1</td>
<td></td>
<td>14.29%</td>
</tr>
</tbody>
</table>

**Your Organization**

<table>
<thead>
<tr>
<th>Option</th>
<th>N</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>05) EM Upstream - Research</td>
<td>1</td>
<td></td>
<td>14.29%</td>
</tr>
<tr>
<td>14) EM Corporate - HR</td>
<td>6</td>
<td></td>
<td>85.71%</td>
</tr>
</tbody>
</table>

**Employee Pulse: Engagement**

<table>
<thead>
<tr>
<th>Statement</th>
<th>N</th>
<th>1+</th>
<th>2+</th>
<th>3+</th>
<th>4+</th>
<th>5</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>I feel good about the contributions I make to my organization.</td>
<td>7</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4.29%</td>
</tr>
<tr>
<td>I feel valued for the work I contribute to the organization.</td>
<td>7</td>
<td>14.29%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3.71%</td>
</tr>
<tr>
<td>I have opportunities to be a leader in my organization, even if I don't have formal leadership authority.</td>
<td>7</td>
<td>14.29%</td>
<td>57.14%</td>
<td></td>
<td></td>
<td></td>
<td>3.29%</td>
</tr>
<tr>
<td>I have opportunities to influence my organization and its processes.</td>
<td>7</td>
<td>14.29%</td>
<td>14.29%</td>
<td>57.14%</td>
<td></td>
<td></td>
<td>3.57%</td>
</tr>
</tbody>
</table>
I have opportunities to teach others in my job role.  
7  28.57%  42.86%  28.57%  4.00

I have received formal training on how to build and maintain positive relationships.  
7  14.29%  14.29%  28.57%  14.29%  28.57%  3.29

Most learning delivery team members are appropriately rewarded for ensuring a quality/effective learning experience.  
7  14.29%  28.57%  14.29%  28.57%  3.14

Most learning delivery team members are effective at working with the extended delivery team (food service, GREF, computing, AV) to ensure a quality learning experience.  
7  71.43%  28.57%  4.29

Most learning delivery team members make it a priority to build and maintain positive relationships with his/her customers.  
7  14.29%  71.43%  14.29%  4.00

Most learning delivery team members take personal responsibility for the quality/effectiveness of an ExxonMobil training class.  
7  85.71%  14.29%  4.14

My current job creates stress in my life.  
5  20.00%  40.00%  20.00%  20.00%  2.40

My current job is rewarding.  
6  16.67%  33.33%  50.00%  3.33

My current job requires effective leadership skills.  
6  16.67%  50.00%  33.33%  4.00

My job requires me to build and maintain positive relationships.  
7  14.29%  85.71%  4.86

My job requires me to interface and connect with people in other organizations.  
7  14.29%  71.43%  4.57

My job requires me to manage timelines and deliverables.  
7  14.29%  85.71%  4.86

My previous job was rewarding.  
5  60.00%  20.00%  20.00%  2.60

My previous jobs created stress in my life.  
5  20.00%  60.00%  20.00%  2.80

The learning delivery team is given the resources (time, equipment, access, etc.) necessary to perform their job effectively.  
7  14.29%  71.43%  14.29%  4.00

The learning delivery team is given training and development opportunities that develop the skills necessary for their job.  
7  14.29%  42.86%  14.29%  28.57%  3.57

This is the most rewarding job I have ever had.  
6  33.33%  50.00%  16.67%  2.83

This job is more stressful than other jobs I have had previously.  
7  28.57%  28.57%  42.86%  2.57

Summary  
7  4.22%  10.84%  19.88%  41.57%  23.49%  3.69

Please describe ways in which your current job could be more satisfying:
- More authority in my role and clearer work direction would help.
- Given feedback on performance more often
- If all Learning Delivery Team members took ownership of their career and work efforts. Thus taking pride in the success of the team.
- This training delivery role should have more authority in making decision not just depending on each course coordinator’s advise only.
- Highlight LDC’s accomplishments. Less micro management and having Supervisor that does not change every 2 years.

Please explain how your organization could be more effective overall:
- Develop a standard work procedure / guideline that everyone can use as a reference.
- If all team members saw the difference we can make to the organization. The service we provide, if done with passion, will manifest itself in the business’ bottom line.
- It should be more promoted to other organizations. Currently, it's kind of unclear picture in people’s mind of how our organization works, its policies, access, etc.
- Don't throw out the Baby Boomers with the bath water....

**RTA Process**

<table>
<thead>
<tr>
<th>N</th>
<th>1+</th>
<th>2+</th>
<th>3+</th>
<th>4+</th>
<th>5</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>All involved parties are clear on their role/responsibilities with the RTA process.</td>
<td>7</td>
<td>28.57%</td>
<td>28.57%</td>
<td>14.29%</td>
<td>14.29%</td>
<td>14.29%</td>
</tr>
<tr>
<td>I understand the timelines and deadlines associated with the RTA process.</td>
<td>7</td>
<td>14.29%</td>
<td>42.86%</td>
<td>42.86%</td>
<td>4.14</td>
<td></td>
</tr>
</tbody>
</table>

- 2 / 3 -
Involved parties are held accountable/responsible for executing the RTA process incorrectly or not at all.  
7 28.57% 14.29% 28.57% 14.29% 14.29% 2.71

My management clearly understands the requirements of the RTA process.  
7 14.29% 71.43% 14.29% 4.00

My management supports and complies with the requirements of the RTA process.  
7 71.43% 28.57% 4.29

The benefits and value of executing the RTA process correctly is clear to me.  
7 28.57% 71.43% 4.71

The RTA process has improved because a full-time resource is dedicated to supporting it.  
7 14.29% 57.14% 28.57% 4.14

The RTA process is clear to me.  
7 14.29% 42.86% 28.57% 3.86

The RTA process is currently being communicated effectively to all involved parties.  
7 14.29% 42.86% 28.57% 2.86

The RTA process is currently being stewarded by the most appropriate organization in ExxonMobil.  
7 28.57% 42.86% 28.57% 3.71

The RTA process is important to ExxonMobil.  
7 100.00% 5.00

Summary 7 6.49% 12.99% 7.79% 37.66% 35.06% 3.82

Please select all of the options that would be effective in improving "involved parties" understanding of the RTA process.

Option | N Count | Percent
--- | --- | ---
Improved email communications | 4 | 66.67%
Face to Face training class | 2 | 33.33%
Online computer-based training module | 5 | 83.33%
Nothing needs to be improved

From your experience how can the RTA process be improved?
- All parties concerned MUST be informed and understood about the importance of this process.
- The process must be strictly followed with very least exception.
- The site contact / instructor must not allow any (3rd party / restricted) employee who did not complete the RTA process to attend the class.
- Senior Management need to hold enforce RTA process compliance. Have courage of conviction to force students not screened with the RTA process be removed from the training event until a screening is conducted.
- RTA process should be communicated to cover all involved parties and make sure that they have aligned agreement and understanding of its importance.
- Emphasize importance of timing and provide clear and concise information.

User Information

From your experience, please select the "roles" of the involved parties that could benefit from more information regarding the RTA process.

Option | N Count | Percent
--- | --- | ---
course coordinators | 7 | 100.00%
students | 4 | 57.14%
course owners | 4 | 57.14%
supervisors of students | 4 | 57.14%
upper management | 3 | 42.86%

* N = Number of Evaluations

Report Criteria

Reporting Date: All Data Included
Scale: 1 Low - 5 High