

From: Glenn Meyer *RM*
To: George Malone
Date: 2/5/04 3:26PM
Subject: Re: "Survey Says.." - First look at Salem survey results

It was a conscious decision - "Top 11" just doesn't have the same ring to it.

>>> George Malone 02/05/04 03:24PM >>>
Why is this called the 'top 10' list if there are 11 items?!?!

What's going on up there?!?

>>> Glenn Meyer 02/05/04 02:19PM >>>
Revised message:

The initial email and file is likely to have been wrong in interpreting the results - please destroy that email if you opened it.

The attached file lists the top "agreed to" statements and "disagreed with" statements, so that you can get some idea of where PSEG survey respondents are. This approach is based on the (unscientific) belief that the statements with the largest support are likely to be broadly based within the site staff. It is a very mixed bag of statements, and analyses by Synergy and PSEG will likely follow.

Thanks to Anne Passarelli for her help in pulling the information out of the question data.

C-76

Salem & Hope Creek Survey

Preliminary results are available on the Synergy survey of Salem and Hope Creek. The lists provided here are to enable you to read the statements with the strongest agreement and disagreement, given that these extremes are the most likely to be broadly applicable. There is considerable data and analyses will follow from PSEG.

PSEG Staff most strongly Agreed that:

(in descending order based on average and reworded to eliminate double negatives)

1. During the past year, I have experienced a negative reaction from my peers for having raised an issue or concern related to Nuclear Safety.
2. During the past year, I have experienced a negative reaction from my supervision for having raised an issue or concern related to Nuclear Safety.
3. During the past year, I have experienced a negative reaction from my management for having raised an issue or concern related to Nuclear Safety.
4. If I identified a potential nuclear safety issue or concern (including a degraded condition that could adversely affect Nuclear Safety, I would inform my supervisor and/or document the issue/concern (e.g. by initiating a Notification).
5. I know someone who, during the past year, has experienced a negative reaction from supervision or management for having raised an issue or concern related to Nuclear Safety.
6. Employees are genuinely encouraged to identify potential Nuclear Safety issues or concerns (including degraded conditions that could adversely affect Nuclear Safety).
7. If I identified a potential Nuclear Safety issue/concern and was not satisfied with my supervisor's response, I would take the issue/concern farther up the management chain.
8. Raising and pursuing resolution of potential Nuclear Safety issues/concerns is favorably received by my immediate supervisor.
9. With respect to my work assignment, I understand how my work adds value to the site.
10. If I identified a degraded condition that could adversely affect Nuclear Safety, and was not satisfied that the condition was being corrected in a timely manner or had not been corrected effectively, I would take my concern farther up my management train.
11. Nuclear Safety is our first and over-riding priority.

PSEG Staff most strongly Disagreed that:

(in descending order based on average)

1. Within my functional organization, we have an effective work management process.
2. Within my functional organization, we are effective at developing people.
3. Our site senior management team is sufficiently visible and accessible to employees.
4. I am satisfied with communications regarding priorities, as used in decisions and resource allocation.
5. I am satisfied with communications regarding future plans for our site/location.
6. Within my functional organization, during the past 18 months, we have made progress in improving the effectiveness of work prioritization and resource management.
7. Our site senior management team demonstrates teamwork.
8. Our site senior management team provides effective leadership in ensuring that necessary changes are being made.
9. Within my functional organization, we are effective at planning and implementing changes in the way we do business.
10. Within my functional organization, we are effective in recognizing performance and accomplishments.
11. Within my functional organization, we have effective training on the technical/functional aspects of our job.

There were over 150 questions within the survey.

The agreed statements appeared to have more consensus than the disagreed statements, e.g., the top disagreed statement had 51% negative response while all agreed statements had less than 10% negative response (only negative response data available).

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