
CORRELATION

OVERALL SATISFACTION

RES D:

- There is a **positive correlation between RESD overall satisfaction and all the customer satisfaction** (service area and project) **questions¹**.

This indicates that the selected customer satisfaction condition items are good indicators of satisfaction

Branches:

- There is a **positive correlation between RESD overall satisfaction and CAM, PMB, PSB and BPM branch satisfaction ratings.**

However, there is no correlation between RESD Overall Satisfaction and APE and CSB branch satisfaction

- There is **no correlation between RESD overall satisfaction and branch contact.**
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BRANCH SATISFACTION

Service:

- There is a **positive correlation between PSB , CAM, and PMB branch satisfaction ratings and the service area related questions.**

Projects:

- There is a **positive correlation between PSB and CAM branch satisfaction ratings and the project related questions:**

Additionally, PMB satisfaction correlates with Give our projects dedicated effort and Deliver projects within budget.

¹ All responses correlate at .46 or above. These responses are within the .99 percent confidence level (Pearsons R), except for *Deliver projects within budget*, at .23, which is within the .98 percent confidence level.