

Draft

LOGO

EXIT INTERVIEW SURVEY - part 1

DIVISION

- Memphis Orlando Chicago Harris Plains Pivotal Data
- Ashton Eaton Corporate Operations Taylor

GROUP

Memphis Division

- Variety
- Home Entertainment
- Television & Telecom
- Publishing
- Design
- Retail
- Tech Press

PIVOTAL Division

- Pivotal

Orlando Division

- Construction Data

Operations Division

- Circulation
- Fulfillment
- IS
- IT
- Production/Manufacturing
- DM2

Ashton Division

- Ashton

Harris Plains

- Science
- Electronics MP
- Processing
- Manufacturing

Eaton Division

- Supply Chain Newt.
- Electronics

Chicago Division

- Supply Chain Chic.
- Electronics Chic.
- Printing
- Food/Hospitality
- Furniture and PS&P
- Building & Construction
- InStat/MDR

Taylor Division

- Taylor

Human Resources, Accounting/Finance, Business Develop., Facilities, Executive Management, Etc.

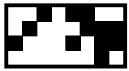
- Corporate

FUNCTION

- Administrative
- Art/Graphic Design
- Circulation
- Customer Service/Customer Care
- Database Management
- Editorial/Content Development
- Finance/Accounting
- Fulfillment
- Human Resources
- Marketing/Promotion
- Network Engineering/Operations/Administration
- Production
- Project Management
- Publishing Technology
- Research
- Sales
- Sales-inside
- Systems/Applications/Programming
- Technical Support/Help Desk
- Other

LOCATION

- Arizona California Canada Colorado Connecticut
- Georgia Illinois Massachusetts New Jersey New York
- North Carolina Pennsylvania Homebased St. Kitts, W.I. Other



Draft

EXIT INTERVIEW SURVEY - part 1

PRIMARY REASON FOR LEAVING

- Compensation Salary
- Benefits
- Work Environment
- Job Itself
- Work-Life balance
- Personal/Lifestyle Change
- Leadership/Management
- Career Development
- Training & Developing
- Reduction in Force (RIF)
- Other

PRIOR TO YOUR LEAVING, DID YOU CONSIDER ANY OPPORTUNITIES

- Within the group or division?
- Within other divisions of Taylor Business Information?
- Within other Taylor business units?
- None of the above.

CLASSIFICATION

- Full Time Exempt
- Part Time Exempt
- Full Time Non-Exempt (Eligible for Overtime)
- Part Time Non-Exempt (Eligible for Overtime)

AVERAGE ANNUAL COMPENSATION RANGE

- Under \$30,000
- \$30,001-\$50,000
- \$50,001-\$75,000
- \$75,001-\$100,000
- \$100,001-\$150,000
- \$150,000+

LENGTH OF SERVICE

- Less than 6 months
- 6 months to one year
- 1 to 2 years
- 2 to 3 years
- 3 to 5 years
- 5 to 10 years
- 10 to 15 years
- 15 to 20 years
- 20 + years

GENDER (OPTIONAL)

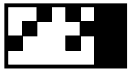
- Male
- Female

AGE (OPTIONAL)

- Under 25
- 25-30
- 31-35
- 36-40
- 41-45
- 46-50
- 51-55
- 56 and over

ETHNICITY (OPTIONAL)

- American Indian
- Asian
- Black
- Hispanic
- White
- Other



Draft

EXIT INTERVIEW SURVEY - part 1

COMPENSATION/SALARY

Please indicate the impact of each factor on your decision to leave our company.
If the listed factor did not affect your decision at all, select "no impact".

1. Basic salary is too low compared to others in same position, internally.

Little Importance Somewhat Important Important Very Important No Impact

2. Basic salary is too low compared to others with similar job function in the job market.

Little Importance Somewhat Important Important Very Important No Impact

3. Better salary for the same job with a new company.

Little Importance Somewhat Important Important Very Important No Impact

4. Better salary for a bigger job in a new company.

Little Importance Somewhat Important Important Very Important No Impact

5. Dissatisfied with performance or bonus related salary increases/decreases.

Little Importance Somewhat Important Important Very Important No Impact

BENEFITS

1. Equity in stock options.

Little Importance Somewhat Important Important Very Important No Impact

2. Retirement (Pension - 401k).

Little Importance Somewhat Important Important Very Important No Impact

3. Medical Benefits.

Little Importance Somewhat Important Important Very Important No Impact

WORK ENVIRONMENT

1. Company policies and practices.

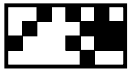
Little Importance Somewhat Important Important Very Important No Impact

2. Obstacles to getting the job done (lack of cooperation from other departments, access to information, etc.)

Little Importance Somewhat Important Important Very Important No Impact

3. Working relationship with direct supervisor.

Little Importance Somewhat Important Important Very Important No Impact



Draft

EXIT INTERVIEW SURVEY - part 1

4. Nature of products and/or services.

Little Importance Somewhat Important Important Very Important No Impact

5. Non-monetary recognition or reward.

Little Importance Somewhat Important Important Very Important No Impact

6. Working relationship with colleagues.

Little Importance Somewhat Important Important Very Important No Impact

7. Equal opportunity or diversity practices.

Little Importance Somewhat Important Important Very Important No Impact

8. Resources available to perform job (space, service/support, technology, etc.)

Little Importance Somewhat Important Important Very Important No Impact

9. Lack of job stability/security.

Little Importance Somewhat Important Important Very Important No Impact

THE JOB ITSELF

1. Content of the job.

Little Importance Somewhat Important Important Very Important No Impact

2. Lack of career path or internal mobility.

Little Importance Somewhat Important Important Very Important No Impact

3. Relationship with peers/colleagues.

Little Importance Somewhat Important Important Very Important No Impact

4. Level of communication and involvement.

Little Importance Somewhat Important Important Very Important No Impact

5. Workload and pressure experienced while performing the job.

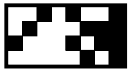
Little Importance Somewhat Important Important Very Important No Impact

6. Training and instruction provided to perform the job.

Little Importance Somewhat Important Important Very Important No Impact

7. Job is different from that described during recruitment.

Little Importance Somewhat Important Important Very Important No Impact



Draft

EXIT INTERVIEW SURVEY - part 1

WORK-LIFE BALANCE

1. Family commitment/dependent care.

Little Importance Somewhat Important Important Very Important No Impact

2. Lack of schedule flexibility or telecommuting.

Little Importance Somewhat Important Important Very Important No Impact

3. Commute or transportation issues.

Little Importance Somewhat Important Important Very Important No Impact

4. Sabbatical or vacation policies.

Little Importance Somewhat Important Important Very Important No Impact

PERSONAL/LIFESTYLE CHANGE

1. Family commitment.

Little Importance Somewhat Important Important Very Important No Impact

2. Plans to travel.

Little Importance Somewhat Important Important Very Important No Impact

3. House move/relocation.

Little Importance Somewhat Important Important Very Important No Impact

4. Continuing education.

Little Importance Somewhat Important Important Very Important No Impact

5. Desire to make a change.

Little Importance Somewhat Important Important Very Important No Impact

6. Health issues.

Little Importance Somewhat Important Important Very Important No Impact

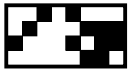
7. New career.

Little Importance Somewhat Important Important Very Important No Impact

LEADERSHIP/MANAGEMENT

1. Working relationship with senior manager (not your direct supervisor).

Little Importance Somewhat Important Important Very Important No Impact



Draft

EXIT INTERVIEW SURVEY - part 1

2. Perception of senior management.

Little Importance Somewhat Important Important Very Important No Impact

3. Quality of decisions and the way they are made by your manager.

Little Importance Somewhat Important Important Very Important No Impact

4. Availability of feedback and coaching from your manager.

Little Importance Somewhat Important Important Very Important No Impact

5. Lack of clear goals from your manager.

Little Importance Somewhat Important Important Very Important No Impact

6. Ineffective communication affecting job performance.

Little Importance Somewhat Important Important Very Important No Impact

CAREER DEVELOPMENT

1. No immediate career opportunities.

Little Importance Somewhat Important Important Very Important No Impact

2. Lack of future career path within the company.

Little Importance Somewhat Important Important Very Important No Impact

3. More empowered style of management with new employer.

Little Importance Somewhat Important Important Very Important No Impact

TRAINING AND DEVELOPMENT

1. Lack of project/task force opportunities to expand skills/knowledge.

Little Importance Somewhat Important Important Very Important No Impact

2. Quality of training provided to improve skills.

Little Importance Somewhat Important Important Very Important No Impact

3. Lack of management support of the effort to expand skills/knowledge.

Little Importance Somewhat Important Important Very Important No Impact

4. No financial support/reimbursement for training and other studies.

Little Importance Somewhat Important Important Very Important No Impact

5. No time off provided for training and education.

Little Importance Somewhat Important Important Very Important No Impact



Draft

EXIT INTERVIEW SURVEY - part 2

COMMUNICATION/WORK ENVIRONMENT

Please rate **Your Division** on the scale below each of the following statements from "poor" to "excellent".
If you feel you don't have enough information to respond, select "no response."

1. General communication and openness of information.

Poor Fair Good Excellent No Response

2. Practice and promotion of corporate values.

Poor Fair Good Excellent No Response

3. Degree to which bureaucracy is kept to a minimum.

Poor Fair Good Excellent No Response

4. Level of employee morale and motivation.

Poor Fair Good Excellent No Response

5. Physical working conditions.

Poor Fair Good Excellent No Response

6. Fair treatment of employees.

Poor Fair Good Excellent No Response

7. Equipment/resources to do the job.

Poor Fair Good Excellent No Response

8. Communication/awareness of internal opportunities.

Poor Fair Good Excellent No Response

9. Employee empowerment/easement.

Poor Fair Good Excellent No Response

10. Non-financial recognition.

Poor Fair Good Excellent No Response

11. External customer focus and service delivery.

Poor Fair Good Excellent No Response

STAFFING & DEVELOPMENT

1. Recruiting process.

Poor Fair Good Excellent No Response



Draft

EXIT INTERVIEW SURVEY - part 2

2. Orientation process.

Poor Fair Good Excellent No Response

3. Training and development opportunities/offerings.

Poor Fair Good Excellent No Response

4. Performance development (coaching, feedback, etc.).

Poor Fair Good Excellent No Response

5. Financial compensation.

Poor Fair Good Excellent No Response

6. Benefits.

Poor Fair Good Excellent No Response

LEADERSHIP & WORK RELATIONS

1. Leadership by manager/supervisor.

Poor Fair Good Excellent No Response

2. Leadership by senior management.

Poor Fair Good Excellent No Response

3. Relationship among co-workers.

Poor Fair Good Excellent No Response

4. Relationship among departments.

Poor Fair Good Excellent No Response



Draft

EXIT INTERVIEW SURVEY - part 2

OPEN-ENDED QUESTIONS

Enter your responses in the box below. Please print and write clearly.

1. What changes in the job or company would have encouraged you to stay?

2. What aspects of the job did you enjoy the most while working for us?

3. Any other comments or suggestions that you consider beneficial to our efforts to become an Employer of Choice?