

Collecting and Analyzing the Data from Your survey

In this handout you will see an example of a chart with the responses from 8 participants. Note that I have color coded the questions to make it easier for you to identify which area of communication these questions address (there are 5 areas that the survey addresses):

1-7 Receiving Information from Others

8-14 Sending Information to Others

15-23 Sources of Information

24-29 Timeliness

30-37 Channels of Information

If you look at the average score for each item, you will be able to tell where the organization scored low. For example, note that in the **second section** (Sending Information to Others) several items were scored very low, including # 9, # 11 and # 13.

Thus, I can say that this organization seems to have some gaps in the first area – Sending Information to Others .

My second step would be to go to the literature and see what can we do about this? What are some suggestions to specifically improve these areas? I would give recommendations USING SCHOLARLY SOURCES.

What are two other areas that scored low? Remember that for this assignment you need to identify ONE area of concern, as shown by the data, and then give recommendations.

Remember to add your table similar to this one in the appendix so that the reader can see the scores and confirm that you have really identified the areas that scored low.

Questions	Person 1	Person 2	Person 3	Person 4	Person 5	Person 6	Person 7	Person 8	Average
1	3	3	3	2	3	3	3	3	2.875
2	4	3	4	3	4	3	4	4	3.625
3	2	2	3	3	3	2	3	3	2.625
4	4	4	5	4	4	5	4	4	4.25
5	1	2	2	4	3	2	2	2	2.25
6	5	4	4	4	5	3	4	4	4.125
7	3	2	3	2	1	2	3	3	2.375
8	5	5	5	4	3	3	4	5	4.25
9	1	1	1	3	2	2	2	1	1.625
10	5	5	4	4	5	4	4	5	4.5
11	3	1	2	1	3	1	1	3	1.875
12	5	5	5	5	5	5	4	5	4.875
13	1	1	1	2	1	3	3	1	1.625
14	5	5	5	5	5	5	3	5	4.75
15	1	3	1	1	1	1	2	1	1.375
16	5	5	5	5	5	5	3	5	4.75
17	2	1	1	1	3	1	2	2	1.625
18	5	5	4	5	3	5	2	5	4.25
19	1	1	3	1	3	2	2	1	1.75
20	5	5	5	5	2	5	4	5	4.5
21	1	2	3	1	3	1	1	1	1.625
22	5	5	5	2	3	5	5	5	4.375
23	1	1	1	5	3	1	3	5	2.5
24	5	5	5	5	2	5	3	2	4
25	1	1	1	3	1	5	4	5	2.625
26	2	5	5	3	3	2	2	1	2.875
27	5	5	2	5	1	5	4	5	4
28	5	2	5	4	5	1	2	1	3.125
29	3	5	1	2	1	5	2	5	3
30	3	1	5	1	5	1	2	1	2.375
31	5	5	1	1	1	5	2	5	3.125
32	5	1	5	4	4	1	4	1	3.125
33	2	5	5	5	4	5	4	2	4
34	4	1	2	3	2	1	2	5	2.5
35	2	5	5	2	3	2	3	5	3.375
36	4	1	1	4	3	5	3	3	3
37	1	2	5	3	1	5	1	3	2.625