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| **Worldcom Confidence Index by Issues** |
| Scores above average | Your ability to satisfy customers (exceed customer expectations) | **31.3** |
| Having the people and skills to achieve your objectives | **27.7** |
| Your ability to outperform competitors | **27.4** |
| Access to the latest technology, software applications and social networks | **26.9** |
| The ability of your organization to innovate using the latest technology | **26.4** |
| Your ability to improve productivity by energizing and engaging youremployees | **26.4** |
| The ability of your suppliers to meet your needs | **26.0** |
| Confidence Index average | **25.3** |
| Scores below average | The corporate and brand reputation to achieve your objectives | **25.2** |
| The underlying technological infrastructure in your country such as superfast broadband | **25.1** |
| Your ability to protect your brand in the event of a crisis | **25.0** |
| The ability of your employees to understand and use the latest technology | **24.6** |
| The ability of your organization and its employees to collaborate easilywith others around the globe | **24.1** |
| The plans and policies to achieve your objectives | **24.0** |
| The financial resources to achieve your objectives | **23.9** |
| Your ability to keep your best talent | **23.8** |
| The technical resources (i.e. software etc.) to achieve your objectives | **23.3** |
| Your ability to attract the best talent | **23.0** |
| The ability of your organization to be protected againstcyber crime | **22.2** |

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| **Worldcom Confidence Index by Demographics** |
| Scores above average | America | **34.9** |
| Largest | **30.7** |
| Large | **30.5** |
| Under 35 | **29.0** |
| CEO | **28.3** |
| Global | **27.9** |
| Male | **27.0** |
| Multinational | **26.7** |
| 35 – 44 | **26.0** |
| Confidence Index average | **25.3** |
| Scores below average | Midsize | **24.7** |
| Local | **24.4** |
| Female | **22.1** |
| EMEA | **21.9** |
| CMO | **21.5** |
| National | **21.1** |
| Small | **20.2** |
| Over 45 | **20.1** |
| Asia | **19.1** |