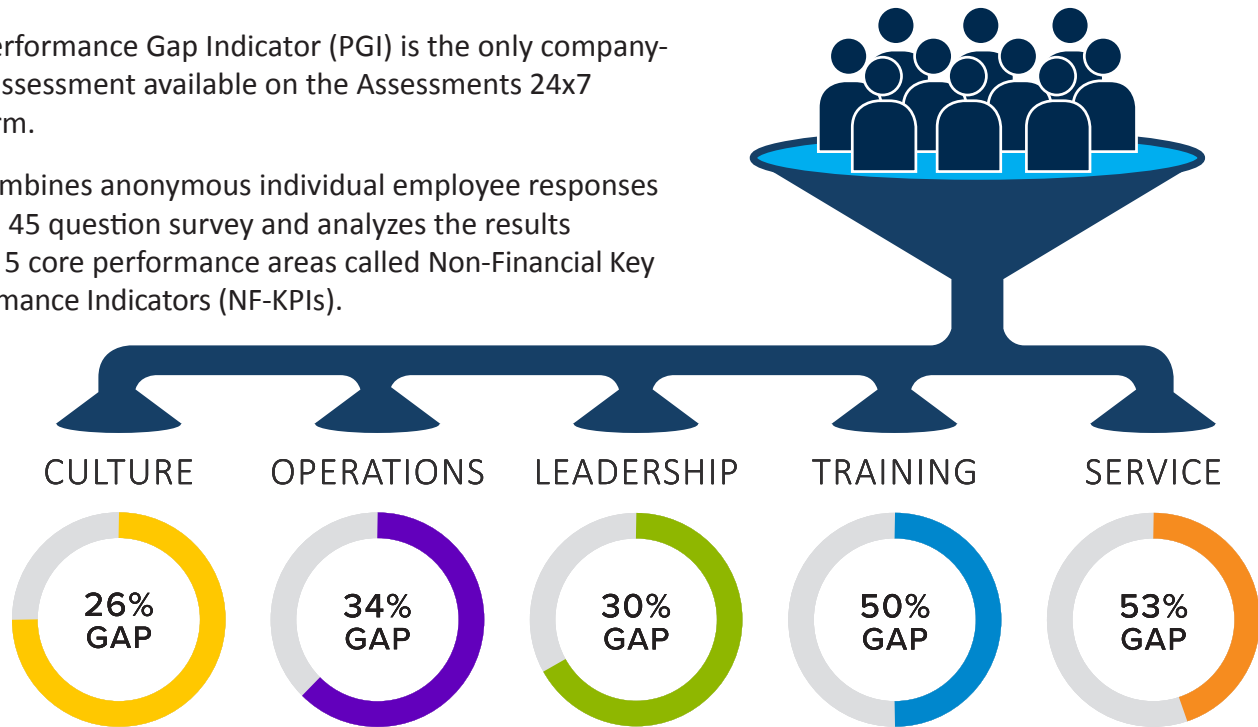# The Performance Gap Indicator
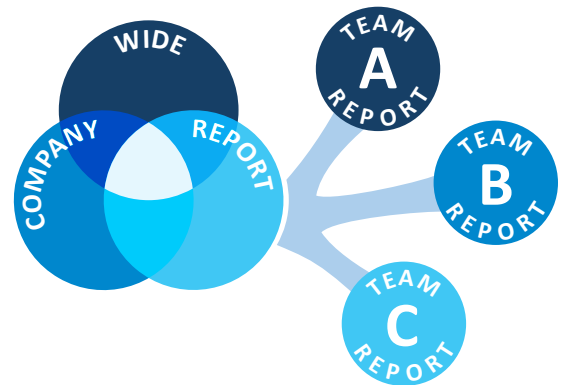
## PGI Report Analysis Overview

The Performance Gap Indicator (PGI) is the only company-wide assessment available on the Assessments 24x7 Platform.

PGI combines anonymous individual employee responses from a 45 question survey and analyzes the results across 5 core performance areas called Non-Financial Key Performance Indicators (NF-KPIs).

| CULTURE | OPERATIONS | LEADERSHIP | TRAINING | SERVICE |
|---|---|---|---|---|
| 26% GAP | 34% GAP | 30% GAP | 50% GAP | 53% GAP |

Each credit purchased equals one participant response. The survey takes around 9 minutes to complete. Responses are compiled into one group-report for overall company-wide performance data.

Leverage multiple assessment links to collect and organize responses by team, location, or department and provide comparative sub-reporting. The number of company-wide and sub-reports is limitless!

The PGI features 2 available reporting options.

- PGI Diagnostic - the quintessential foot-in-the-door assessment to identify and measure company-wide performance gaps

- PGI Pulse* - the follow up assessment to quantify performance improvement, confirm ROI, and implement regular interval reporting

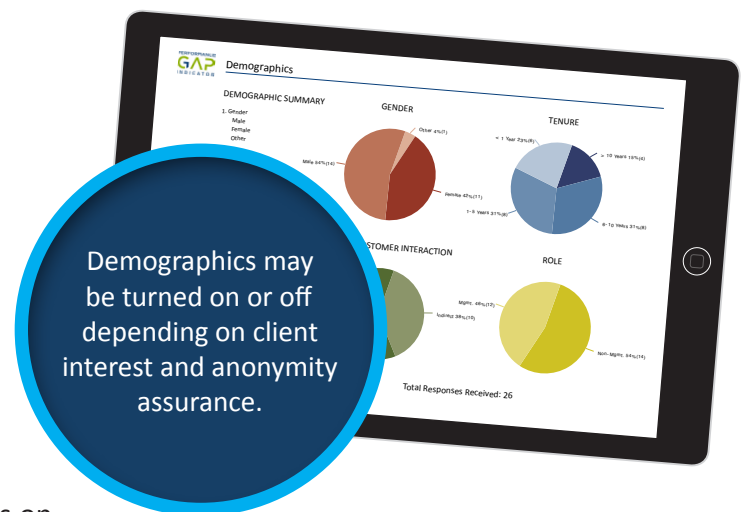*Additional Pulse reporting features coming soon!*

Each of the 45 questions in the PGI survey corresponds to one of the 5 NF-KPIs. Questions are also organized into one of the following 3 scales.

- True Scale - how true is each statement to the organization

- Important Scale - how important is each statement to the organization

- Effective Scale - how effective is the organization at each statement

NF-KPIs are the 5 core performance areas measured by PGI.

Culture, Operations, Leadership, Training, and Service

PGI also collects several optional demographic variables for greater data analysis.

- Gender - Male, Female, or Other

- Tenure - Less than 1 Year, 1 to 5 Years, 6 to 10 Years, or Greater than 10 Years

- Level of Customer Interaction - Direct or Indirect

- Role - Management or Non-Management

Demographics may be turned on or off depending on client interest and anonymity assurance.

The PGI report features several different data analysis on company-wide performance.

- NF-KPI Ideal Responses - combines responses associated with each of the 5 core areas for quick, at-a-glance performance analysis.

- Statement by Statement - details the collective breakdown of responses for each statement, color coded by its corresponding NF-KPI.

- GAP Scores - compares Important Scale responses to matching responses on the Effective Scale. The GAP Score value is the difference between the Effective Scale and the Total Potential (100%).

- Strengths & Concerns - highlights positive (above 80%) and negative (below 50%) statement ideal responses.

Ideal Responses are statement answers that indicate behaviors and actions contributing to positive performance.

https://www.assessments24x7.com/performance-gap-indicator-assessment.asp