



Task Quotient™ - Multiple Respondent Job Report

Maximizing current job satisfaction and positively impacting individual productivity

MR Task Quotient Job

Customer Support

10-7-2004



INTRODUCTION

Behavioral research suggests that the most effective people are those who understand themselves, both their strengths and weaknesses, so they can develop strategies to meet the demands of their environment.

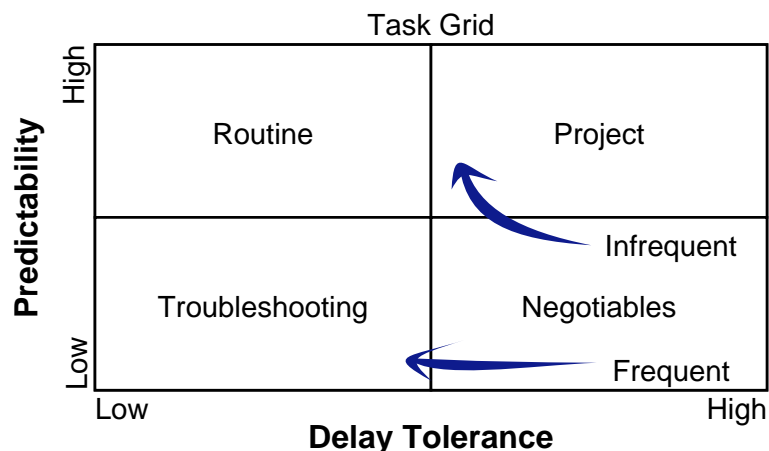
A person's behavior is a necessary and integral part of who we are. In other words much of our behavior comes from "nature" (inherent), and much comes from "nurture" (our upbringing).

This report will provide insight to the environment you live and work in, and how it motivates or demotivates you, based on the types of tasks you do. This motivation or demotivation is derived from how the combination our "nature" and "nurture" reacts to the mixture of task types you perform on a daily basis. "Do not try and change yourself - you are unlikely to succeed. Work to improve the way you perform." P.F. Drucker.

TASK QUOTIENT

TQ™ defines the ideal mixture of task types (Routine, Troubleshooting and Project) that provide an individual the most intrinsic motivation, or personal satisfaction. William Daniels, in his book Breakthrough Performance defines 4 types of tasks that we perform:

- A) **Routine Tasks** - highly predictable and have a low delay tolerance (must be accomplished immediately)
- B) **Troubleshooting Tasks** - highly unpredictable and have a low delay tolerance (must be accomplished immediately)
- C) **Project Tasks** - highly predictable and have a high delay tolerance (do not have to be accomplished immediately)
- D) **Negotiable Tasks** - low predictability and have a high delay tolerance (do not have to be accomplished immediately). Daniels states that these tasks when they are frequent should be considered as Troubleshooting Tasks, and when they are infrequent they should be considered Project Tasks.





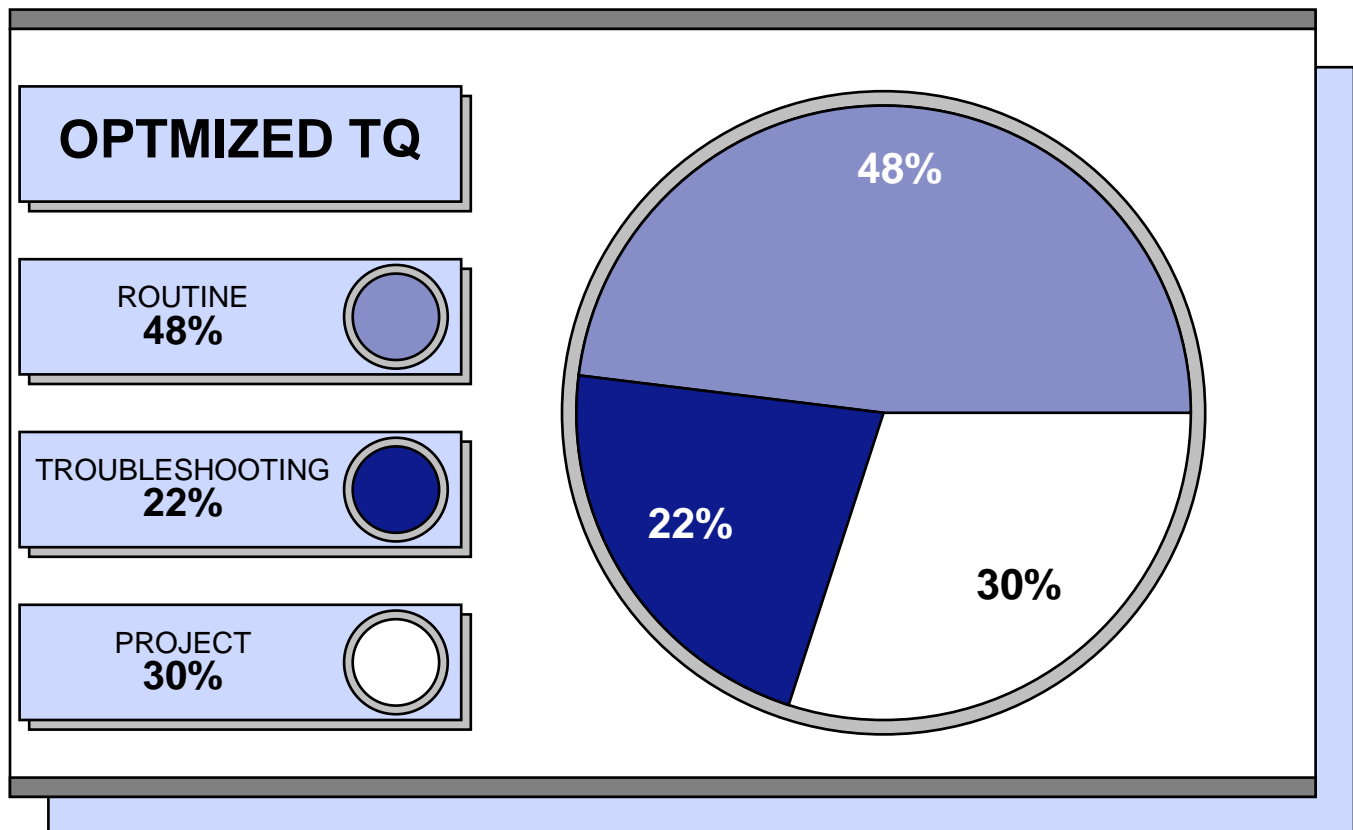
OPTIMIZED WORK DISTRIBUTION

This graph describes a multi-repondent view of what the desired work distribution would be needed for superior performance in this job.

The optimized work distribution would include:


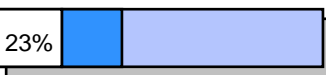
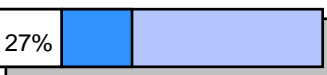




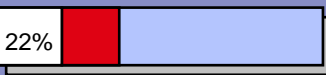

- 48% routine tasks. This work is highly predictable and needs to be accomplished immediately
- 22% troubleshooting tasks. This work is highly unpredictable and needs to be accomplished immediately
- 30% project tasks. This work is highly predictable and does not have to be accomplished immediately

A person with a Task Quotient of 48-22-30 would be needed to work in the current work environment if it was optimized.





MR JOB COMPARISON

Respondent #	Routine	Troubleshooting	Project
R 1	50% 	23% 	27% 
R 2	45% 	21% 	34% 
Composite	48% 	22% 	30% 



RESPONDENT KEY

Respondent Key	Name - Last, First
R 1	Doe, Jane
R 2	Doe, John