



Survey Methodology

The October 2011 Spherion Customer Service survey was conducted online within the United States by Monster Worldwide on behalf of Spherion. The study compares two data sets collected in 2010 and 2011.

The 2010 data set was collected between November 19 and November 22, 2010 among a U.S. sample of 566 consumers registered on Monster who indicated they wanted to participate in this Monster online survey. The 2011 data set was collected between October 13 through October 10 among a U.S. sample of 1,287 consumers registered on Monster who indicated they wanted to participate in this Monster online survey.

All sample surveys and polls, whether or not they use probability sampling, are subject to multiple sources of error which are most often not possible to quantify or estimate, including sampling error, coverage error, error associated with non-response, error associated with question wording and response options, and post-survey weighting and adjustments. Therefore, Monster feels the use of "margin of error" is misleading. All that can be calculated are different possible sampling errors with different probabilities for pure, un-weighted, random samples with 100% response rates. These are only theoretical because no published surveys come close to this ideal.

Respondents for this survey were randomly selected from among those who have agreed to receive communication from Monster, so no estimates of theoretical sampling error can be calculated.