

Executive IT (ACC) (60-5588-42)

[YES SUMMARY] Do any of the factors on the following list pose a threat to your company's profitability over the next six months?

Proportions/Mean: Columns Tested (5% risk level) - A/B - C/D - E/F/G/H

* small base

	Total
Base: All respondents	252
Inability to attract and retain the best talent	137 54%
Human resources	136 54%
Poor customer care	111 44%
Compliance with government and other regulations such as Sarbanes Oxley	96 38%
Misaligned corporate objectives	90 36%
Inability to focus on core competencies	86 34%
Information technology governance	86 34%
Managing supplier relationships	77 31%
Inability to compete effectively	72 29%
Fluctuating Canadian dollar	66 26%
Lack of new products and services	40 16%
Terrorism	35 14%
Weakening brand equity	30 12%

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Detailed tables

[YES SUMMARY] You mentioned that the inability to attract and retain the best talent poses a threat to your company's profitability. In which of the following areas of your business does this apply? Please respond 'yes' or 'no' to each of the following.

Proportions/Mean: Columns Tested (5% risk level) - A/B - C/D - E/F/G/H

* small base; ** very small base (under 30) ineligible for sig testing

	Total
Base: Threatened by inability to attract and retain best talent	137
Customer Care/Customer Service	90 66%
IT - Network Infrastructure	77 56%
Human Resources	75 55%
IT - Enterprise Applications	73 53%
IT - Help Desk/Desktop Support	66 48%
Finance and Accounting	53 39%
Sales and marketing	51 37%
Research and Development	49 36%
Sourcing/Procurement	28 20%
Supply Chain and Logistics	17 12%
Other	34 25%