

	The transcription process is responsive to my job requirements	The transcription process should be performed only by hospital personnel	The current transcription process is cost efficient	The transcription process should be completely outsourced
Strongly Agree	50%	21%	8%	13%
Agree	32%	8%	18%	21%
Somewhat Agree	8%	8%	29%	11%
Somewhat Disagree	0%	13%	8%	29%
Disagree	3%	21%	8%	16%
Strongly Disagree	0%	5%	8%	11%
No Response	13%	13%	21%	16%
Likert Score - 6 Point	1.73	2.88	3.17	4.09

Step 1: Calculate the response rate for each question and each rating value by dividing the number of responses for each question by the total number of surveys distributed for a group.

Step 2: Multiple each response rate by the Likert scale value and divide the total by the percentage of non-responses:  $((50*1) + (32*2) + (8*3) + (0*4) + (3*5) + (0*6))/(1-.13)$