

- My account
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- ### Networking
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- ### Databases
- BPIR improvement cycle
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  - Measures & benchmarks
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  - Strategies, tools & techniques
  - Expert opinion
  - Case studies
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  - Website reviews
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## Search the Business Performance Improvement Resource

This page offers a simple and alternative method of searching any of the main BPIR databases via key word(s) without having to go to the specific database pages. Note; to search among the contents of 600+ business periodicals go to [Browse Business Periodicals](#) and use the search engine provided by our partner, Proquest.

- 1/ Enter your key word, part word, or words (if multiple words enclose them in " "), in the
- 2/ box named "Criteria".
- 3/ Press the "Go" button.
- 4/ View results per database or area of the website (no. of results shown in brackets) .  
If required, refine your search even further by using the generic filters as they appear at the top of the search results (note: key word highlighting will not function on the results of this action).

Criteria :

Measures (8)    [Tools & Techniques \(10\)](#)    [Case Studies \(9\)](#)    [Research Studies \(26\)](#)  
[Competitor Analysis \(0\)](#)    [Business Periodicals \(0\)](#)    [Award Winners \(0\)](#)    [Website Reviews \(0\)](#)

## Performance Measures / Benchmarks

Benchmark Data

[Case](#) [Survey](#) [Comments](#) [Title](#)    [Formula](#) [Suggestions / Explanation](#)

7	1		<b>Employee Absenteeism - Total</b>	<p><b>Formula :</b> The total number of working days lost due to <b>Absenteeism</b> as % of maximum number of working days available, or, The total number of working days lost due to <b>Absenteeism</b> as % of number of employees or, Employees absent as a % of total no of employees available</p> <p><b>Explanation :</b> A measure of <b>Absenteeism</b> that includes both authorised and unauthorised absence form work.</p>
3	1		<b>Employee satisfaction index</b>	<p><b>Formula :</b> Calculate from a series of appropriate weighted employee measures or indicators</p> <p><b>Explanation :</b> The index, an overall indicator, can be calculated from measures or surveys of related indicators e.g., morale, retention, <b>Absenteeism</b>, transfer requests, complaints, hours worked, it may also include measures from other indexes. It is important to ensure that all measures included are linked to goals and strategies i.e., there must be an agreed reason to measure them.</p>