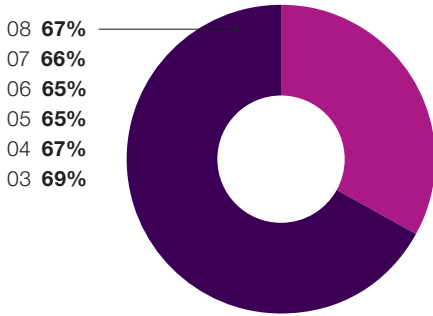


# Section One: Employees

## Key Performance Indicators

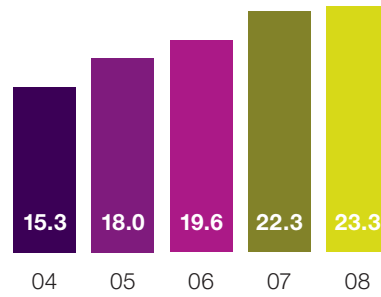
### Employee Satisfaction



Up to 40% of w are randomly invited to participate in our annual Global Pulse Survey. The annual averages shown are the responses to, "Considering everything, how satisfied are you with your job?"

### Total Learning Hours

Hours in Millions



In 2009, IBM is deploying a new, enterprise-wide learning framework that will help IBMers develop capabilities that are important to our clients as well as their individual career development.