

Item	Item Text	Percent Positive %	Strongly Agree/ Very Good/ Very Satisfied %	Agree/ Good/ Satisfied %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Disagree/ Poor/ Dissatisfied %	Strongly Disagree/ Very Poor/ Very Dissatisfied %	Percent Negative %	Strongly Agree/ Very Good/ Very Satisfied N	Agree/ Good/ Satisfied N	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied N	Disagree/ Poor/ Dissatisfied N	Strongly Disagree/ Very Poor/ Very Dissatisfied N	Item Response Total** N	Do Not Know/ No Basis to Judge N
1	*I am given a real opportunity to improve my skills in my organization.	66.37%	22.50%	43.87%	15.26%	12.75%	5.62%	18.37%	5,409	10,202	3,446	2,789	1,222	23,068	N/A
2	I have enough information to do my job well.	69.10%	17.27%	51.82%	15.33%	11.74%	3.83%	15.57%	4,050	11,919	3,421	2,593	827	22,810	N/A
3	I feel encouraged to come up with new and better ways of doing things.	62.11%	23.17%	38.95%	16.87%	13.54%	7.48%	21.02%	5,412	8,905	3,754	2,974	1,625	22,670	N/A
4	*My work gives me a feeling of personal accomplishment.	74.25%	30.69%	43.55%	13.65%	7.46%	4.64%	12.10%	7,190	9,936	3,040	1,641	980	22,787	N/A
5	*I like the kind of work I do.	86.06%	41.66%	44.40%	9.04%	3.29%	1.62%	4.91%	9,579	10,032	2,009	714	348	22,682	N/A
6	I know what is expected of me on the job.	76.86%	27.73%	49.12%	12.62%	7.31%	3.22%	10.53%	6,475	11,159	2,811	1,617	694	22,756	N/A
7	When needed I am willing to put in the extra effort to get a job done.	95.99%	62.62%	33.37%	2.69%	0.65%	0.67%	1.32%	14,485	7,571	573	137	140	22,906	N/A
8	I am constantly looking for ways to do my job better.	91.11%	47.61%	43.49%	7.37%	0.95%	0.57%	1.52%	11,022	9,951	1,649	211	118	22,951	N/A
9	I have sufficient resources (for example, people, materials, budget) to get my job done.	41.46%	9.37%	32.09%	15.71%	24.95%	17.88%	42.83%	2,222	7,487	3,556	5,721	3,973	22,959	48
10	*My workload is reasonable.	48.15%	8.64%	39.50%	17.77%	20.39%	13.69%	34.08%	2,037	9,053	3,976	4,633	3,030	22,729	35
11	*My talents are used well in the workplace.	59.19%	15.78%	43.41%	16.82%	14.32%	9.67%	23.99%	3,647	9,787	3,677	3,106	2,038	22,255	72
12	*I know how my work relates to the agency's goals and priorities.	81.62%	30.47%	51.14%	10.67%	4.77%	2.94%	7.71%	7,122	11,632	2,347	1,050	627	22,778	66
13	*The work I do is important.	90.03%	47.52%	42.51%	7.06%	1.66%	1.25%	2.91%	10,882	9,552	1,540	354	256	22,584	59
14	*Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	67.91%	22.74%	45.17%	15.08%	10.71%	6.30%	17.01%	5,324	10,329	3,377	2,427	1,415	22,872	77
15	*My performance appraisal is a fair reflection of my performance.	67.92%	22.30%	45.63%	15.48%	9.44%	7.15%	16.59%	5,178	10,409	3,420	2,074	1,532	22,613	342
16	I am held accountable for achieving results.	80.94%	26.72%	54.22%	12.45%	4.30%	2.31%	6.61%	6,232	12,359	2,741	925	481	22,738	125
17	I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	59.37%	22.89%	36.47%	18.10%	10.56%	11.97%	22.53%	5,106	7,990	3,918	2,262	2,523	21,799	1,117
18	*My training needs are assessed.	52.41%	13.70%	38.72%	22.64%	15.17%	9.78%	24.95%	3,241	8,967	5,072	3,358	2,094	22,732	168

19	*In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding).	68.01%	23.20%	44.81%	14.77%	10.29%	6.93%	17.22%	5,344	10,117	3,314	2,347	1,528	22,650	429
20	*The people I work with cooperate to get the job done.	73.66%	26.08%	47.59%	13.52%	9.14%	3.67%	12.82%	6,168	10,985	3,019	2,053	816	23,041	N/A
21	*My work unit is able to recruit people with the right skills.	41.10%	8.16%	32.93%	24.61%	21.84%	12.45%	34.29%	1,940	7,587	5,473	4,772	2,656	22,428	620
22	*Promotions in my work unit are based on merit.	37.93%	9.50%	28.43%	27.22%	17.30%	17.56%	34.86%	2,154	6,254	5,786	3,625	3,541	21,360	1,534
23	*In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	29.92%	6.08%	23.84%	28.12%	21.48%	20.48%	41.96%	1,350	5,172	5,839	4,396	4,093	20,850	2,090
24	*In my work unit, differences in performance are recognized in a meaningful way.	34.08%	6.96%	27.12%	28.91%	21.18%	15.83%	37.01%	1,588	6,076	6,182	4,472	3,250	21,568	1,385
25	Awards in my work unit depend on how well employees perform their jobs.	45.24%	10.23%	35.01%	23.99%	15.55%	15.22%	30.78%	2,286	7,633	5,040	3,219	3,064	21,242	1,698
26	Employees in my work unit share job knowledge with each other.	72.64%	22.03%	50.61%	13.87%	8.15%	5.34%	13.49%	5,187	11,545	3,102	1,849	1,199	22,882	93
27	The skill level in my work unit has improved in the past year.	55.45%	16.36%	39.09%	27.13%	10.32%	7.09%	17.41%	3,765	8,827	6,007	2,202	1,486	22,287	750
28	How would you rate the overall quality of work done by your work unit?	82.53%	42.21%	40.32%	13.82%	2.59%	1.06%	3.64%	10,006	9,233	3,016	544	219	23,018	N/A
29	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	68.02%	13.66%	54.36%	18.24%	9.99%	3.75%	13.73%	3,165	12,259	3,965	2,148	784	22,321	385
30	*Employees have a feeling of personal empowerment with respect to work processes.	44.85%	9.09%	35.76%	25.43%	19.53%	10.19%	29.72%	2,118	8,073	5,559	4,236	2,152	22,138	551
31	Employees are recognized for providing high quality products and services.	48.69%	11.11%	37.58%	24.16%	17.24%	9.91%	27.15%	2,595	8,496	5,271	3,700	2,092	22,154	461
32	*Creativity and innovation are rewarded.	39.26%	9.55%	29.71%	28.76%	19.58%	12.40%	31.98%	2,207	6,683	6,262	4,155	2,574	21,881	681
33	*Pay raises depend on how well employees perform their jobs.	22.03%	4.73%	17.30%	28.81%	25.42%	23.74%	49.16%	1,034	3,747	6,066	5,273	4,692	20,812	1,724
34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	55.44%	15.29%	40.15%	27.66%	8.73%	8.17%	16.90%	3,334	8,681	5,824	1,805	1,627	21,271	1,391
35	*Employees are protected from health and safety hazards on the job.	78.18%	22.49%	55.69%	12.99%	5.56%	3.27%	8.83%	5,170	12,511	2,824	1,192	685	22,382	251
36	*My organization has prepared employees for potential security threats.	68.09%	16.22%	51.87%	17.97%	9.23%	4.71%	13.94%	3,701	11,602	3,947	2,020	994	22,264	320

37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	54.63%	17.39%	37.24%	20.87%	11.80%	12.70%	24.50%	3,851	8,086	4,381	2,464	2,612	21,394	1,240
38	Prohibited Personnel Practices (for example, illegally discriminating for or against any employee/applicant, obstructing a person's right to compete for employment, knowingly violating veterans' preference requirements) are not tolerated.	67.71%	23.95%	43.77%	18.12%	6.52%	7.65%	14.17%	5,061	9,078	3,671	1,285	1,508	20,603	1,910
39	My agency is successful at accomplishing its mission.	69.81%	17.92%	51.89%	19.69%	6.77%	3.73%	10.51%	4,141	11,696	4,249	1,418	760	22,264	420
40	I recommend my organization as a good place to work.	65.25%	23.33%	41.92%	19.54%	9.86%	5.35%	15.21%	5,528	9,548	4,338	2,131	1,131	22,676	N/A
41	I believe the results of this survey will be used to make my agency a better place to work.	36.13%	11.10%	25.03%	28.33%	18.44%	17.09%	35.54%	2,420	5,403	5,913	3,739	3,329	20,804	1,906
42	*My supervisor supports my need to balance work and other life issues.	81.55%	41.64%	39.92%	9.43%	4.73%	4.29%	9.02%	9,562	8,947	2,069	1,034	934	22,546	120
43	My supervisor provides me with opportunities to demonstrate my leadership skills.	68.35%	30.79%	37.56%	15.82%	8.87%	6.96%	15.83%	7,117	8,437	3,482	1,951	1,506	22,493	121
44	*Discussions with my supervisor about my performance are worthwhile.	63.49%	27.15%	36.34%	18.09%	10.18%	8.23%	18.41%	6,134	8,064	3,940	2,241	1,776	22,155	260
45	My supervisor is committed to a workforce representative of all segments of society.	67.11%	29.13%	37.99%	22.64%	4.85%	5.40%	10.24%	6,138	7,863	4,604	959	1,072	20,636	1,949
46	My supervisor provides me with constructive suggestions to improve my job performance.	60.22%	23.29%	36.94%	20.90%	11.12%	7.75%	18.88%	5,344	8,278	4,630	2,471	1,698	22,421	153
47	*Supervisors in my work unit support employee development.	67.78%	27.51%	40.27%	16.68%	8.38%	7.16%	15.54%	6,341	9,032	3,624	1,783	1,512	22,292	312
48	My supervisor listens to what I have to say.	76.27%	37.20%	39.07%	12.01%	7.21%	4.51%	11.72%	8,535	8,794	2,672	1,611	995	22,607	N/A
49	My supervisor treats me with respect.	80.35%	42.32%	38.03%	9.99%	5.40%	4.27%	9.67%	9,656	8,520	2,230	1,213	945	22,564	N/A
50	In the last six months, my supervisor has talked with me about my performance.	80.21%	35.00%	45.21%	8.64%	7.51%	3.64%	11.15%	8,022	10,144	1,907	1,667	802	22,542	N/A
51	*I have trust and confidence in my supervisor.	66.41%	35.14%	31.27%	16.11%	9.02%	8.46%	17.48%	8,068	7,064	3,576	2,017	1,849	22,574	N/A
52	*Overall, how good a job do you feel is being done by your immediate supervisor?	68.85%	37.71%	31.14%	18.19%	7.18%	5.78%	12.96%	8,668	7,032	4,053	1,579	1,269	22,601	N/A
53	*In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	35.13%	8.48%	26.65%	26.39%	21.28%	17.20%	38.48%	1,959	6,035	5,783	4,600	3,609	21,986	505

54	My organization's senior leaders maintain high standards of honesty and integrity.	47.11%	13.20%	33.91%	25.98%	12.92%	13.98%	26.90%	2,869	7,180	5,390	2,647	2,785	20,871	1,577
55	*Supervisors work well with employees of different backgrounds.	60.55%	15.01%	45.54%	24.74%	7.77%	6.94%	14.72%	3,188	9,409	5,034	1,536	1,350	20,517	1,737
56	*Managers communicate the goals and priorities of the organization.	52.88%	11.72%	41.16%	22.95%	14.23%	9.94%	24.16%	2,706	9,227	4,970	3,059	2,081	22,043	317
57	*Managers review and evaluate the organization's progress toward meeting its goals and objectives.	51.76%	11.72%	40.04%	27.72%	11.81%	8.71%	20.52%	2,488	8,260	5,574	2,337	1,683	20,342	2,022
58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	47.48%	11.23%	36.25%	23.21%	16.53%	12.77%	29.30%	2,559	7,974	5,009	3,513	2,648	21,703	730
59	Managers support collaboration across work units to accomplish work objectives.	52.99%	13.11%	39.87%	23.25%	13.12%	10.65%	23.77%	2,975	8,756	4,959	2,763	2,197	21,650	770
60	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	54.53%	20.83%	33.70%	25.00%	10.73%	9.75%	20.48%	4,539	7,223	5,221	2,196	1,973	21,152	1,285
61	*I have a high level of respect for my organization's senior leaders.	46.56%	14.73%	31.83%	26.41%	15.03%	11.99%	27.02%	3,392	7,143	5,787	3,255	2,538	22,115	332
62	Senior leaders demonstrate support for Work/Life programs.	56.67%	17.51%	39.16%	25.98%	9.71%	7.63%	17.34%	3,763	8,049	5,178	1,893	1,446	20,329	2,136
63	*How satisfied are you with your involvement in decisions that affect your work?	52.41%	14.69%	37.72%	21.73%	18.55%	7.31%	25.86%	3,432	8,559	4,781	4,027	1,561	22,360	N/A
64	*How satisfied are you with the information you receive from management on what's going on in your organization?	45.57%	10.64%	34.93%	24.02%	21.24%	9.17%	30.41%	2,506	7,936	5,302	4,618	1,956	22,318	N/A
65	*How satisfied are you with the recognition you receive for doing a good job?	49.40%	14.15%	35.25%	23.89%	17.25%	9.46%	26.71%	3,287	7,974	5,232	3,752	2,017	22,262	N/A
66	*How satisfied are you with the policies and practices of your senior leaders?	37.61%	8.23%	29.38%	31.39%	20.24%	10.77%	31.00%	1,932	6,680	6,983	4,384	2,291	22,270	N/A
67	*How satisfied are you with your opportunity to get a better job in your organization?	36.80%	10.39%	26.40%	28.46%	19.21%	15.53%	34.74%	2,411	6,011	6,311	4,237	3,302	22,272	N/A
68	*How satisfied are you with the training you receive for your present job?	53.93%	14.50%	39.43%	23.69%	14.52%	7.86%	22.38%	3,395	8,967	5,187	3,079	1,645	22,273	N/A
69	*Considering everything, how satisfied are you with your job?	67.19%	21.90%	45.28%	16.90%	10.78%	5.14%	15.91%	5,063	10,147	3,673	2,306	1,092	22,281	N/A
70	*Considering everything, how satisfied are you with your pay?	60.74%	17.49%	43.25%	16.35%	15.27%	7.63%	22.90%	4,129	9,756	3,546	3,275	1,589	22,295	N/A
71	Considering everything, how satisfied are you with your organization?	57.67%	15.28%	42.39%	21.05%	14.19%	7.09%	21.28%	3,599	9,622	4,600	3,038	1,489	22,348	N/A

79	How satisfied are you with the following Work/Life programs in your agency? Telework	78.93%	36.76%	42.16%	12.35%	6.36%	2.36%	8.73%	3,955	4,429	1,271	654	234	10,543	284
80	How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	90.76%	46.33%	44.43%	6.71%	1.83%	0.70%	2.53%	4,953	4,679	677	197	74	10,580	148
81	How satisfied are you with the following Work/Life programs in your agency? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)	77.87%	25.73%	52.14%	17.24%	3.76%	1.13%	4.89%	1,642	3,134	1,015	217	62	6,070	339
82	How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	76.15%	24.46%	51.69%	18.87%	3.84%	1.13%	4.98%	1,069	2,166	760	154	45	4,194	444
83	How satisfied are you with the following Work/Life programs in your agency? Child Care Programs (for example, daycare, parenting classes, parenting support groups)	62.80%	27.75%	35.06%	32.85%	2.84%	1.51%	4.35%	93	122	107	9	5	336	149
84	How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	59.15%	24.67%	34.49%	38.51%	1.97%	0.37%	2.34%	73	96	103	5	1	278	149

* AES prescribed items

** Unweighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'

Percentages are weighted to represent the Agency's population.