

2010 Federal Employee Viewpoint Survey Results
National Transportation Safety Board
All Respondents

1. **Interpretation of Results:** NTSB employees continue to participate in high numbers in surveys to assess the leadership and management practices that contribute to Agency performance and employee satisfaction. We registered a response rate of 71.2% in 2010 and this is in keeping with our past performance.

| Instrument | Surveys Launched | Responses | Response Rate |
|--|------------------|-----------|---------------|
| 2010 Federal Employee Viewpoint Survey | 351 | 250 | 71.2% |
| 2009 Annual Employee Survey | 379 | 248 | 65% |
| 2008 Federal Human Capital Survey | 344 | 226 | 65% |
| 2007 Annual Employee Survey | 377 | 260 | 69% |

Analysis of items showing positive responses of less than 50% over the 2007, 2008, 2009, and 2010 employee surveys identified 6 items that were consistently marked less positive. Three of these items relate to performance culture; two relate to leadership; and one relates to job satisfaction.

Analysis of items showing positive responses of greater than 80% over the 2007, 2008, 2009, and 2010 employee surveys identified 8 items that were consistently marked more positive. Three of these items relate to job satisfaction; four relate to performance culture; and one relates to leadership.

Overall, the 2010 results demonstrate that employees continue to be satisfied with their work and understand how it contributes to achieving NTSB's mission. Recent initiatives to improve the performance management system design and implementation appear to have had a positive impact, and continuing improvements in this area should benefit the organization.

2. **How the survey was conducted:** The survey was conducted online from February 9, 2010 to March 19, 2010.
3. **Description of sample:** 351 full-time permanent employees of the agency were surveyed.
4. **Survey items and response choices:** See the tables on the following pages.

NATIONAL TRANSPORTATION SAFETY BOARD
2010 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS
(Survey Administration Period 2/9/2010 to 3/19/2010)

| | | Percent Positive | Strongly Agree | Agree | Neither Agree Nor Disagree | Disagree | Strongly Disagree | Item Response Total** | Do Not Know/ No Basis to Judge |
|--|---|------------------|----------------|-------|----------------------------|----------|-------------------|-----------------------|--------------------------------|
| *1. I am given a real opportunity to improve my skills in my organization. | N | 66.4 | 56 | 111 | 42 | 31 | 10 | 250 | NA |
| | % | | 22.6 | 43.8 | 17.2 | 12.6 | 3.8 | 100.0 | |
| 2. I have enough information to do my job well. | N | 76.8 | 57 | 135 | 25 | 26 | 7 | 250 | NA |
| | % | | 22.6 | 54.2 | 10.1 | 10.3 | 2.8 | 100.0 | |
| 3. I feel encouraged to come up with new and better ways of doing things. | N | 62.1 | 61 | 95 | 45 | 30 | 17 | 248 | NA |
| | % | | 24.6 | 37.5 | 19.3 | 11.7 | 6.9 | 100.0 | |
| *4. My work gives me a feeling of personal accomplishment. | N | 84.8 | 126 | 86 | 26 | 10 | 2 | 250 | NA |
| | % | | 50.7 | 34.1 | 10.7 | 3.8 | 0.7 | 100.0 | |
| *5. I like the kind of work I do. | N | 88.9 | 144 | 77 | 21 | 6 | 1 | 249 | NA |
| | % | | 58.9 | 30.1 | 8.4 | 2.3 | 0.4 | 100.0 | |
| 6. I know what is expected of me on the job. | N | 82.4 | 99 | 105 | 27 | 16 | 3 | 250 | NA |
| | % | | 40.8 | 41.6 | 10.4 | 6.1 | 1.1 | 100.0 | |
| 7. When needed I am willing to put in the extra effort to get a job done. | N | 98.8 | 190 | 56 | 2 | 1 | 0 | 249 | NA |
| | % | | 76.1 | 22.7 | 0.9 | 0.4 | 0.0 | 100.0 | |
| 8. I am constantly looking for ways to do my job better. | N | 90.8 | 133 | 94 | 18 | 3 | 2 | 250 | NA |
| | % | | 54.0 | 36.8 | 7.2 | 1.2 | 0.8 | 100.0 | |
| 9. I have sufficient resources (for example, people, materials, budget) to get my job done. | N | 53.7 | 36 | 98 | 42 | 51 | 22 | 249 | 1 |
| | % | | 14.6 | 39.1 | 16.9 | 20.3 | 9.2 | 100.0 | |
| *10. My workload is reasonable. | N | 64.0 | 37 | 123 | 36 | 38 | 15 | 249 | 1 |
| | % | | 15.2 | 48.8 | 15.5 | 14.7 | 5.8 | 100.0 | |
| *11. My talents are used well in the workplace. | N | 66.7 | 57 | 106 | 26 | 35 | 23 | 247 | 1 |
| | % | | 23.5 | 43.2 | 10.8 | 13.4 | 9.1 | 100.0 | |
| *12. I know how my work relates to the agency's goals and priorities. | N | 89.6 | 107 | 115 | 18 | 5 | 4 | 249 | 0 |
| | % | | 43.5 | 46.0 | 7.0 | 2.1 | 1.4 | 100.0 | |
| *13. The work I do is important. | N | 93.9 | 162 | 72 | 11 | 5 | 0 | 250 | 0 |
| | % | | 66.1 | 27.8 | 4.1 | 2.0 | 0.0 | 100.0 | |
| *14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well. | N | 83.6 | 104 | 101 | 28 | 13 | 2 | 248 | 1 |
| | % | | 42.6 | 41.0 | 10.9 | 4.7 | 0.8 | 100.0 | |
| *15. My performance appraisal is a fair reflection of my performance. | N | 73.5 | 86 | 98 | 34 | 15 | 16 | 249 | 1 |
| | % | | 35.1 | 38.5 | 14.1 | 6.0 | 6.4 | 100.0 | |
| 16. I am held accountable for achieving results. | N | 87.7 | 103 | 115 | 22 | 5 | 4 | 249 | 1 |
| | % | | 42.0 | 45.7 | 9.0 | 1.8 | 1.4 | 100.0 | |

*AES prescribed items

** Sum of responses excluding DNK/NBJ

Sample or Census: Census

Number in Population: 351

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|---|---|------------------|----------------|-------|----------------------------|----------|-------------------|-----------------------|--------------------------------|
| 17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal. | N | | 71 | 77 | 56 | 12 | 20 | 236 | 14 |
| | % | 62.8 | 30.6 | 32.2 | 23.7 | 5.1 | 8.4 | 100.0 | |
| *18. My training needs are assessed. | N | | 34 | 99 | 45 | 31 | 34 | 243 | 5 |
| | % | 53.1 | 13.9 | 39.2 | 18.8 | 13.0 | 15.2 | 100.0 | |
| *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). | N | | 80 | 97 | 36 | 16 | 17 | 246 | 3 |
| | % | 71.7 | 33.3 | 38.4 | 15.3 | 6.2 | 6.8 | 100.0 | |
| *20. The people I work with cooperate to get the job done. | N | | 95 | 107 | 26 | 9 | 3 | 240 | NA |
| | % | 85.3 | 39.7 | 45.6 | 9.9 | 3.7 | 1.2 | 100.0 | |
| *21. My work unit is able to recruit people with the right skills. | N | | 31 | 81 | 66 | 40 | 24 | 242 | 8 |
| | % | 46.2 | 13.3 | 32.9 | 28.1 | 15.2 | 10.5 | 100.0 | |
| *22. Promotions in my work unit are based on merit. | N | | 35 | 79 | 59 | 30 | 28 | 231 | 19 |
| | % | 49.7 | 15.6 | 34.1 | 25.4 | 13.4 | 11.5 | 100.0 | |
| *23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. | N | | 23 | 67 | 63 | 51 | 27 | 231 | 18 |
| | % | 38.9 | 10.4 | 28.4 | 27.8 | 21.8 | 11.5 | 100.0 | |
| *24. In my work unit, differences in performance are recognized in a meaningful way. | N | | 27 | 88 | 61 | 41 | 20 | 237 | 13 |
| | % | 47.9 | 11.6 | 36.3 | 27.2 | 16.9 | 8.0 | 100.0 | |
| 25. Awards in my work unit depend on how well employees perform their jobs. | N | | 44 | 96 | 58 | 22 | 19 | 239 | 11 |
| | % | 57.2 | 18.6 | 38.6 | 26.3 | 8.7 | 7.8 | 100.0 | |
| 26. Employees in my work unit share job knowledge with each other. | N | | 73 | 114 | 24 | 21 | 17 | 249 | 0 |
| | % | 75.1 | 29.6 | 45.5 | 10.0 | 8.2 | 6.7 | 100.0 | |
| 27. The skill level in my work unit has improved in the past year. | N | | 43 | 89 | 80 | 16 | 15 | 243 | 5 |
| | % | 54.1 | 18.1 | 36.0 | 33.3 | 6.2 | 6.4 | 100.0 | |
| | | Percent Positive | Very Good | Good | Fair | Poor | Very Poor | Item Response Total** | Do Not Know/ No Basis to Judge |
| 28. How would you rate the overall quality of work done by your work unit? | N | | 130 | 98 | 17 | 4 | 0 | 249 | NA |
| | % | 91.7 | 51.5 | 40.2 | 6.8 | 1.6 | 0.0 | 100.0 | |
| | | Percent Positive | Strongly Agree | Agree | Neither Agree Nor Disagree | Disagree | Strongly Disagree | Item Response Total** | Do Not Know/ No Basis to Judge |
| *29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals. | N | | 66 | 133 | 31 | 15 | 2 | 247 | 2 |
| | % | 80.5 | 26.8 | 53.7 | 12.9 | 5.8 | 0.8 | 100.0 | |

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|--|--------|------------------|----------------|-------------|----------------------------|------------|-------------------|-----------------------|--------------------------------|
| *30. Employees have a feeling of personal empowerment with respect to work processes. | N % | 61.1 | 44 18.7 | 98 42.4 | 56 22.2 | 30 12.2 | 11 4.6 | 239 100.0 | 8 |
| 31. Employees are recognized for providing high quality products and services. | N % | 70.1 | 63 25.9 | 109 44.2 | 45 18.4 | 16 6.2 | 13 5.3 | 246 100.0 | 3 |
| *32. Creativity and innovation are rewarded. | N % | 51.6 | 50 21.3 | 73 30.3 | 74 30.3 | 27 10.8 | 18 7.3 | 242 100.0 | 6 |
| *33. Pay raises depend on how well employees perform their jobs. | N % | 43.9 | 34 15.3 | 68 28.6 | 65 28.3 | 50 20.0 | 19 7.8 | 236 100.0 | 13 |
| 34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring). | N % | 51.9 | 42 19.3 | 78 32.6 | 68 29.2 | 27 10.8 | 18 8.1 | 233 100.0 | 14 |
| *35. Employees are protected from health and safety hazards on the job. | N % | 88.8 | 77 32.5 | 140 56.4 | 20 8.0 | 3 1.1 | 5 2.1 | 245 100.0 | 2 |
| *36. My organization has prepared employees for potential security threats. | N % | 70.6 | 43 19.1 | 125 51.5 | 45 18.0 | 16 6.5 | 11 4.9 | 240 100.0 | 7 |
| 37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated. | N % | 54.2 | 49 22.6 | 77 31.6 | 56 24.6 | 29 12.0 | 22 9.3 | 233 100.0 | 14 |
| 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. | N % | 68.4 | 68 31.8 | 87 36.6 | 49 22.1 | 10 4.3 | 12 5.3 | 226 100.0 | 22 |
| 39. My agency is successful at accomplishing its mission. | N % | 92.8 | 121 49.4 | 104 43.4 | 13 5.1 | 2 1.0 | 3 1.2 | 243 100.0 | 2 |
| 40. I recommend my organization as a good place to work. | N % | 80.4 | 110 46.2 | 87 34.2 | 35 13.6 | 10 4.0 | 5 2.1 | 247 100.0 | NA |
| 41. I believe the results of this survey will be used to make my agency a better place to work. | N % | 49.5 | 40 17.6 | 75 31.9 | 61 26.4 | 41 17.7 | 15 6.4 | 232 100.0 | 16 |
| *42. My supervisor supports my need to balance work and other life issues. | N % | 84.4 | 122 50.0 | 85 34.3 | 25 9.9 | 6 2.3 | 8 3.4 | 246 100.0 | 2 |
| 43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills. | N % | 72.7 | 86 36.0 | 92 36.7 | 29 11.8 | 22 8.2 | 18 7.3 | 247 100.0 | 1 |
| *44. Discussions with my supervisor/team leader about my performance are worthwhile. | N % | 60.7 | 72 30.6 | 76 30.1 | 50 21.1 | 27 10.8 | 19 7.4 | 244 100.0 | 3 |

*AES prescribed items

** Sum of responses excluding DNK/NBJ

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| | | Percent Positive | Strongly Agree | Agree | Neither Agree Nor Disagree | Disagree | Strongly Disagree | Item Response Total** | Do Not Know/ No Basis to Judge |
|--|---|------------------|----------------|-------|----------------------------|----------|-------------------|-----------------------|--------------------------------|
| 45. My supervisor/team leader is committed to a workforce representative of all segments of society. | N | | 71 | 78 | 59 | 8 | 10 | 226 | 21 |
| | % | 64.8 | 31.9 | 32.9 | 27.5 | 3.4 | 4.3 | 100.0 | |
| 46. My supervisor/team leader provides me with constructive suggestions to improve my job performance. | N | | 66 | 77 | 56 | 32 | 14 | 245 | 2 |
| | % | 58.6 | 27.3 | 31.4 | 23.4 | 12.5 | 5.6 | 100.0 | |
| *47. Supervisors/team leaders in my work unit support employee development. | N | | 68 | 91 | 44 | 22 | 19 | 244 | 2 |
| | % | 64.2 | 28.5 | 35.7 | 19.1 | 9.0 | 7.7 | 100.0 | |
| 48. My supervisor/team leader listens to what I have to say. | N | | 99 | 88 | 34 | 22 | 5 | 248 | NA |
| | % | 76.2 | 39.9 | 36.3 | 13.1 | 8.8 | 1.9 | 100.0 | |
| 49. My supervisor/team leader treats me with respect. | N | | 108 | 95 | 30 | 9 | 5 | 247 | NA |
| | % | 82.4 | 44.0 | 38.4 | 12.1 | 3.6 | 1.9 | 100.0 | |
| 50. In the last six months, my supervisor/team leader has talked with me about my performance. | N | | 103 | 104 | 16 | 17 | 7 | 247 | NA |
| | % | 84.1 | 42.2 | 41.9 | 6.1 | 7.4 | 2.4 | 100.0 | |
| *51. I have trust and confidence in my supervisor. | N | | 91 | 60 | 57 | 24 | 14 | 246 | NA |
| | % | 61.5 | 37.1 | 24.4 | 23.3 | 9.6 | 5.6 | 100.0 | |
| | | Percent Positive | Very Good | Good | Fair | Poor | Very Poor | Item Response Total** | Do Not Know/ No Basis to Judge |
| *52. Overall, how good a job do you feel is being done by your immediate supervisor/team leader? | N | | 101 | 65 | 52 | 18 | 9 | 245 | NA |
| | % | 68.1 | 41.2 | 26.8 | 21.4 | 7.1 | 3.5 | 100.0 | |
| | | Percent Positive | Strongly Agree | Agree | Neither Agree Nor Disagree | Disagree | Strongly Disagree | Item Response Total** | Do Not Know/ No Basis to Judge |
| *53. In my organization, leaders generate high levels of motivation and commitment in the workforce. | N | | 38 | 84 | 58 | 45 | 21 | 246 | 1 |
| | % | 48.5 | 15.9 | 32.6 | 23.7 | 19.1 | 8.8 | 100.0 | |
| 54. My organization's leaders maintain high standards of honesty and integrity. | N | | 53 | 85 | 60 | 26 | 18 | 242 | 5 |
| | % | 57.0 | 22.7 | 34.3 | 25.4 | 10.3 | 7.3 | 100.0 | |
| *55. Managers/supervisors/team leaders work well with employees of different backgrounds. | N | | 50 | 90 | 62 | 19 | 11 | 232 | 14 |
| | % | 59.8 | 22.1 | 37.7 | 27.4 | 8.0 | 4.8 | 100.0 | |
| *56. Managers communicate the goals and priorities of the organization. | N | | 50 | 109 | 50 | 23 | 13 | 245 | 1 |
| | % | 64.6 | 20.5 | 44.1 | 20.2 | 10.0 | 5.1 | 100.0 | |
| *57. Managers review and evaluate the organization's progress toward meeting its goals and objectives. | N | | 48 | 108 | 49 | 21 | 10 | 236 | 9 |
| | % | 65.5 | 20.5 | 45.0 | 21.9 | 8.5 | 4.1 | 100.0 | |

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| | | Percent Positive | Strongly Agree | Agree | Neither Agree Nor Disagree | Disagree | Strongly Disagree | Item Response Total** | Do Not Know/ No Basis to Judge |
|--|--------|------------------|----------------|-------------|------------------------------------|--------------|-------------------|-----------------------|--------------------------------|
| 58. Managers promote communication among different work units (for example, about projects, goals, needed resources). | N % | 52.0 | 44 18.4 | 82 33.6 | 53 22.3 | 44 18.0 | 19 7.7 | 242 100.0 | 4 |
| 59. Managers support collaboration across work units to accomplish work objectives. | N % | 60.5 | 45 18.8 | 100 41.7 | 49 20.5 | 35 14.4 | 11 4.6 | 240 100.0 | 3 |
| | | Percent Positive | Very Good | Good | Fair | Poor | Very Poor | Item Response Total** | Do Not Know/ No Basis to Judge |
| 60. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor/team leader? | N % | 56.9 | 52 22.0 | 85 34.9 | 60 25.4 | 27 11.0 | 16 6.7 | 240 100.0 | 6 |
| | | Percent Positive | Strongly Agree | Agree | Neither Agree Nor Disagree | Disagree | Strongly Disagree | Item Response Total** | Do Not Know/ No Basis to Judge |
| *61. I have a high level of respect for my organization's senior leaders. | N % | 57.4 | 56 23.0 | 84 34.3 | 50 20.1 | 36 15.2 | 17 7.3 | 243 100.0 | 1 |
| 62. Senior leaders demonstrate support for Work/Life programs. | N % | 64.5 | 59 25.2 | 92 39.2 | 54 23.8 | 22 8.8 | 7 2.9 | 234 100.0 | 13 |
| | | Percent Positive | Very Satisfied | Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied | Very Dissatisfied | Item Response Total** | Do Not Know/ No Basis to Judge |
| *63. How satisfied are you with your involvement in decisions that affect your work? | N % | 58.4 | 48 19.4 | 94 39.0 | 59 24.1 | 30 11.7 | 15 5.8 | 246 100.0 | NA |
| *64. How satisfied are you with the information you receive from management on what's going on in your organization? | N % | 52.1 | 40 16.8 | 87 35.4 | 57 23.5 | 48 19.2 | 13 5.2 | 245 100.0 | NA |
| *65. How satisfied are you with the recognition you receive for doing a good job? | N % | 63.8 | 63 25.7 | 93 38.2 | 47 20.0 | 29 11.1 | 13 5.1 | 245 100.0 | NA |
| *66. How satisfied are you with the policies and practices of your senior leaders? | N % | 47.4 | 38 15.8 | 79 31.6 | 69 29.1 | 45 17.6 | 14 6.0 | 245 100.0 | NA |
| *67. How satisfied are you with your opportunity to get a better job in your organization? | N % | 43.5 | 38 16.7 | 65 26.8 | 69 27.6 | 40 16.4 | 32 12.6 | 244 100.0 | NA |
| *68. How satisfied are you with the training you receive for your present job? | N % | 49.3 | 37 15.4 | 88 33.9 | 54 21.4 | 36 15.9 | 31 13.4 | 246 100.0 | NA |

*AES prescribed items

** Sum of responses excluding DNK/NBJ

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| | | Percent Positive | Very Satisfied | Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied | Very Dissatisfied | Item Response Total** | Do Not Know/ No Basis to Judge |
|---|---|------------------|---------------------------|-----------------------|---|-------------------------------|---|------------------------------|--------------------------------|
| *69. Considering everything, how satisfied are you with your job? | N | | 79 | 107 | 36 | 16 | 6 | 244 | NA |
| | % | 77.4 | 32.7 | 44.7 | 14.0 | 6.3 | 2.3 | 100.0 | |
| *70. Considering everything, how satisfied are you with your pay? | N | | 77 | 111 | 27 | 21 | 9 | 245 | NA |
| | % | 76.8 | 31.4 | 45.4 | 11.5 | 8.0 | 3.6 | 100 | |
| 71. Considering everything, how satisfied are you with your organization? | N | | 80 | 107 | 37 | 16 | 6 | 246 | NA |
| | % | 76.7 | 32.2 | 44.5 | 14.8 | 6.1 | 2.4 | 100 | |
| | | Percent Positive | Telework on regular basis | Telework infrequently | No telework: physical presence required | No telework: technical issues | No telework: not allowed though ok for job type | No telework: personal choice | Item Response Total** |
| 72. Please select the response below that BEST describes your teleworking situation. | N | | 101 | 44 | 18 | 6 | 22 | 49 | 240 |
| | % | 10.8 | 44.5 | 18.0 | 7.2 | 2.3 | 8.5 | 19.5 | |
| | | Percent Positive | Very Satisfied | Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied | Very Dissatisfied | Item Response Total** | Do Not Know/ No Basis to Judge |
| 73. How satisfied are you with the following Work/Life programs in your agency... Telework? | N | | 105 | 59 | 30 | 14 | 8 | 216 | 26 |
| | % | 78.0 | 51.4 | 26.5 | 12.7 | 6.0 | 3.3 | 100.0 | |
| 74. How satisfied are you with the following Work/Life programs in your agency... Alternative Work Schedules (AWS)? | N | | 127 | 68 | 19 | 2 | 1 | 217 | 25 |
| | % | 90.5 | 60.2 | 30.3 | 8.2 | 0.8 | 0.4 | 100.0 | |
| 75. 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)? | N | | 49 | 69 | 65 | 17 | 5 | 205 | 36 |
| | % | 58.9 | 25.9 | 33.0 | 30.7 | 8.4 | 2.0 | 100 | |
| 76. How satisfied are you with the following Work/Life programs in your agency... Employee Assistance Program (EAP)? | N | | 39 | 56 | 55 | 5 | 4 | 159 | 83 |
| | % | 60.2 | 26.0 | 34.1 | 34.3 | 3.3 | 2.2 | 100 | |
| 77. How satisfied are you with the following Work/Life programs in your agency... Child Care Programs (for example, daycare, parenting classes, parenting support groups)? | N | | 7 | 4 | 62 | 14 | 3 | 90 | 153 |
| | % | 13.2 | 9.4 | 3.8 | 67.8 | 16.2 | 2.8 | 100 | |
| 78. How satisfied are you with the following Work/Life programs in your agency... Elder Care Programs (for example, support groups, speakers)? | N | | 8 | 8 | 59 | 13 | 3 | 91 | 151 |
| | % | 18.2 | 10.3 | 7.9 | 64.7 | 14.3 | 2.8 | 100 | |

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