

2019

2019 DOT FEVS Interpretation of Results

**Department of Transportation**2017 DOT FEVS Interpretation of Results

**1. Interpretation of Results**

The Federal Employee Viewpoint Survey, administered by the Office of Personnel Management (OPM), provides an opportunity for Department of Transportation (DOT) employees to influence change by providing feedback about their working conditions, leadership, and other aspects of DOT. The following is a brief summary of the DOT-wide results from the 2019 survey.

Strengths

Responses that are 65 percent or more positive are considered strengths. The top five areas showing the highest positive responses in 2019 are:

* *“When needed I am willing to put in the extra effort to get a job done.”* (95 percent positive);
* *“I am constantly looking for ways to do my job better.”* (91 percent positive);
* *“The work I do is important.”* (91 percent positive);
* *“My supervisor treats me with respect.”* (87 percent positive);
* *“How would you rate the overall quality of work done by your work unit?”* (86 percent positive).

Challenges

Responses that are 35 percent or more negative are considered challenges. The top five areas showing the highest negative responses in 2019 are:

* *“Pay raises depend on how well employees perform on their jobs.”* (49 percent negative);
* *“In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.”* (39 percent negative);
* *“Promotions in my work unit are based on merit.”* (34 percent negative);
* *“In my work unit, differences in performance are recognized in a meaningful way.”* (34 percent negative);
* *“My work unit is able to recruit people with the right skills.”* (33 percent negative).

Employee Engagement Index

OPM’s Employee Engagement Index measures conditions (e.g., satisfaction with leadership and supervisors, opportunity to use skills, satisfaction with intrinsic work experiences, etc.) likely to lead to employees’ willingness to put forth more discretionary effort (i.e., “going the extra mile”) to achieve positive work outcomes.

As illustrated below, DOT-wide scores on the Employee Engagement Index held steady from 2016-2019.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Percent Positive %** | 2016 | 2017 | 2018 | 2019 |
| Employee Engagement | 67% | 69% | 69% | 69% |

Global Satisfaction Index

The Global Satisfaction Index is a combination of employees’ satisfaction with their jobs, their pay, and their organization, plus their willingness to recommend their organization as a good place to work. Three out of the four questions (question 40, 69, 71) from the Global Satisfaction index are used by the Partnership for Public Service Best Place to Work in the Federal Government rankings.

As illustrated below, DOT-wide scores on the Global Satisfaction Index increased 4 percentage points from 2016-2017, and has held relatively steady since then.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Percent Positive %** | 2016 | 2017 | 2018 | 2019 |
| Global Satisfaction Index | 64% | 68% | 68% | 67% |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Percent Positive % | 2016 | 2017 | 2018 | 2019 |
| \*Question 40:  I recommend my organization as a good place to work. | 69% | 72% | 73% | 72% |
| \*Question 69:  Considering everything, how satisfied are you with your job? | 69% | 74% | 73% | 72% |
| Question 70:  Considering everything, how satisfied are you with your pay? | 58% | 64% | 64% | 63% |
| \*Question 71:  Considering everything, how satisfied are you with your organization? | 59% | 64% | 64% | 63% |

**2. Survey Administration**

The survey was administered online from May 13, 2019 through June 24, 2019. OPM sent email invitations with hyperlinks to the survey website to employees eligible to participate in the survey. The hyperlinks provided to survey participants were connected to a unique identification number to protect the confidentiality of survey respondents.

**3. Description of Census**

Eligible survey participants are permanently employed, non-political, non-seasonable, full- or part-time DOT employees onboarded as of October 2018. DOT employees included non-supervisory employees, supervisors, managers, and executives or equivalents. The survey included employees from all DOT sub-components.

**4. Number of Employees Surveyed, Number Responded, and Representativeness of Respondents**

OPM invited 51,309 DOT employees to participate in the 2019 Federal Employee Viewpoint Survey in which 20,414 responded for an overall agency response rate of 39.8 percent. The respondents were representative of DOT’s employee population in both demographics and organization membership. Employees’ responses to the questions were weighted to produce survey estimates that accurately represent the survey population as provided in OPM’s Central Personnel Data File. Data weighting took into account the variable probabilities of selection across sample domains, nonresponse, and known demographic characteristics of the survey population.

**5. Survey Items and Response Choices**

Please see below:

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Response Type | | | 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 | |
| Agree-disagree | | | 1 | \*I am given a real opportunity to improve my skills in my organization. | 68.2% | 23.3% | 44.9% | | 15.2% | | | 11.6% | | 5.1% | | 16.7% | | 5,064 | | 9,055 | | 2,981 | | | | 2,204 | 949 | | 20,253 | N/A | |
| Agree-disagree | | | 2 | I have enough information to do my job well. | 71.1% | 19.6% | 51.5% | | 14.8% | | | 10.9% | | 3.2% | | 14.1% | | 4,291 | | 10,406 | | 2,874 | | | | 2,129 | 616 | | 20,316 | N/A | |
| Agree-disagree | | | 3 | I feel encouraged to come up with new and better ways of doing things. | 61.1% | 23.8% | 37.3% | | 18.2% | | | 13.6% | | 7.0% | | 20.7% | | 5,173 | | 7,615 | | 3,539 | | | | 2,576 | 1,313 | | 20,216 | N/A | |
| Agree-disagree | | | 4 | My work gives me a feeling of personal accomplishment. | 73.4% | 30.4% | 42.9% | | 14.4% | | | 7.6% | | 4.7% | | 12.2% | | 6,552 | | 8,653 | | 2,793 | | | | 1,477 | 861 | | 20,336 | N/A | |
| Agree-disagree | | | 5 | I like the kind of work I do. | 84.8% | 41.0% | 43.8% | | 10.1% | | | 3.5% | | 1.6% | | 5.1% | | 8,563 | | 8,737 | | 1,986 | | | | 687 | 304 | | 20,277 | N/A | |
| Agree-disagree | | | 6 | I know what is expected of me on the job. | 79.8% | 32.0% | 47.8% | | 10.9% | | | 6.5% | | 2.8% | | 9.3% | | 6,696 | | 9,606 | | 2,124 | | | | 1,330 | 548 | | 20,304 | N/A | |
| Agree-disagree | | | 7 | When needed I am willing to put in the extra effort to get a job done. | 95.4% | 63.3% | 32.0% | | 3.0% | | | 0.9% | | 0.7% | | 1.7% | | 13,182 | | 6,300 | | 540 | | | | 162 | 147 | | 20,331 | N/A | |
| Agree-disagree | | | 8 | I am constantly looking for ways to do my job better. | 90.8% | 49.5% | 41.3% | | 7.3% | | | 1.3% | | 0.6% | | 1.9% | | 10,307 | | 8,304 | | 1,371 | | | | 235 | 124 | | 20,341 | N/A | |
| Agree-disagree | | | 9 | I have sufficient resources (for example, people, materials, budget) to get my job done. | 50.2% | 12.6% | 37.6% | | 17.1% | | | 20.1% | | 12.6% | | 32.7% | | 2,677 | | 7,744 | | 3,392 | | | | 3,971 | 2,369 | | 20,153 | 58 | |
| Agree-disagree | | | 10 | \*My workload is reasonable. | 60.8% | 13.7% | 47.1% | | 16.1% | | | 14.7% | | 8.4% | | 23.1% | | 2,858 | | 9,571 | | 3,201 | | | | 2,986 | 1,634 | | 20,250 | 38 | |
| Agree-disagree | | | 11 | \*My talents are used well in the workplace. | 63.3% | 19.2% | 44.0% | | 15.8% | | | 12.6% | | 8.3% | | 20.9% | | 4,103 | | 8,742 | | 3,162 | | | | 2,509 | 1,581 | | 20,097 | 62 | |
| Agree-disagree | | | 12 | \*I know how my work relates to the agency's goals. | 84.3% | 33.5% | 50.8% | | 9.5% | | | 3.8% | | 2.4% | | 6.2% | | 7,103 | | 10,118 | | 1,847 | | | | 728 | 442 | | 20,238 | 66 | |
| Agree-disagree | | | 13 | The work I do is important. | 90.5% | 51.0% | 39.5% | | 6.5% | | | 1.9% | | 1.1% | | 3.0% | | 10,436 | | 7,924 | | 1,302 | | | | 367 | 227 | | 20,256 | 45 | |
| Agree-disagree | | | 14 | Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well. | 74.1% | 28.3% | 45.8% | | 13.2% | | | 8.1% | | 4.6% | | 12.7% | | 5,933 | | 9,252 | | 2,600 | | | | 1,609 | 881 | | 20,275 | 85 | |
| Agree-disagree | | | 15 | My performance appraisal is a fair reflection of my performance. | 71.6% | 27.5% | 44.0% | | 15.7% | | | 6.9% | | 5.9% | | 12.8% | | 5,640 | | 8,829 | | 3,058 | | | | 1,358 | 1,122 | | 20,007 | 328 | |
| Agree-disagree | | | 16 | I am held accountable for achieving results. | 81.9% | 30.8% | 51.1% | | 12.1% | | | 3.8% | | 2.1% | | 6.0% | | 6,614 | | 10,315 | | 2,259 | | | | 670 | 357 | | 20,215 | 99 | |
| Agree-disagree | | | 17 | \*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal. | 70.6% | 30.9% | 39.7% | | 15.5% | | | 6.7% | | 7.2% | | 13.9% | | 6,310 | | 7,624 | | 2,972 | | | | 1,280 | 1,338 | | 19,524 | 814 | |
| Agree-disagree | | | 18 | My training needs are assessed. | 58.0% | 17.2% | 40.7% | | 22.3% | | | 12.5% | | 7.2% | | 19.8% | | 3,709 | | 8,193 | | 4,369 | | | | 2,533 | 1,363 | | 20,167 | 182 | |
| Agree-disagree | | | 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). | 66.6% | 26.1% | 40.5% | | 15.9% | | | 10.2% | | 7.4% | | 17.5% | | 5,271 | | 7,984 | | 3,098 | | | | 1,979 | 1,393 | | 19,725 | 607 | |
| Agree-disagree | | | 20 | \*The people I work with cooperate to get the job done. | 79.7% | 32.8% | 47.0% | | 11.4% | | | 6.3% | | 2.5% | | 8.9% | | 6,919 | | 9,470 | | 2,211 | | | | 1,214 | 463 | | 20,277 | N/A | |
| Agree-disagree | | | 21 | My work unit is able to recruit people with the right skills. | 41.8% | 10.1% | 31.7% | | 24.8% | | | 20.7% | | 12.7% | | 33.4% | | 2,151 | | 6,475 | | 4,755 | | | | 3,851 | 2,275 | | 19,507 | 664 | |
| Agree-disagree | | | 22 | Promotions in my work unit are based on merit. | 37.8% | 10.5% | 27.3% | | 28.1% | | | 16.4% | | 17.8% | | 34.1% | | 2,228 | | 5,460 | | 5,185 | | | | 2,951 | 2,941 | | 18,765 | 1,376 | |
| Agree-disagree | | | 23 | In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. | 30.7% | 7.2% | 23.5% | | 30.1% | | | 20.1% | | 19.1% | | 39.2% | | 1,481 | | 4,685 | | 5,458 | | | | 3,511 | 3,048 | | 18,183 | 1,973 | |
| Agree-disagree | | | 24 | \*In my work unit, differences in performance are recognized in a meaningful way. | 37.2% | 9.4% | 27.8% | | 28.8% | | | 19.2% | | 14.8% | | 34.0% | | 2,009 | | 5,689 | | 5,421 | | | | 3,457 | 2,466 | | 19,042 | 1,158 | |
| Agree-disagree | | | 25 | Awards in my work unit depend on how well employees perform their jobs. | 45.5% | 12.3% | 33.2% | | 25.9% | | | 14.1% | | 14.5% | | 28.6% | | 2,555 | | 6,523 | | 4,731 | | | | 2,539 | 2,393 | | 18,741 | 1,438 | |
| Agree-disagree | | | 26 | Employees in my work unit share job knowledge with each other. | 79.3% | 27.8% | 51.5% | | 11.8% | | | 5.3% | | 3.6% | | 8.9% | | 5,759 | | 10,253 | | 2,310 | | | | 1,069 | 706 | | 20,097 | 70 | |
| Agree-disagree | | | 27 | The skill level in my work unit has improved in the past year. | 56.9% | 18.5% | 38.4% | | 26.7% | | | 10.3% | | 6.1% | | 16.4% | | 3,847 | | 7,570 | | 5,096 | | | | 1,871 | 1,086 | | 19,470 | 673 | |
| Good-poor | | | 28 | How would you rate the overall quality of work done by your work unit? | 86.3% | 45.2% | 41.0% | | 11.1% | | | 1.9% | | 0.7% | | 2.6% | | 9,524 | | 8,065 | | 2,096 | | | | 355 | 127 | | 20,167 | N/A | |
| Agree-disagree | | | 29 | \*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals. | 81.9% | 33.0% | 48.9% | | 10.9% | | | 5.3% | | 1.9% | | 7.3% | | 6,919 | | 9,664 | | 2,075 | | | | 1,001 | 352 | | 20,011 | 161 | |
| Agree-disagree | | | 30 | Employees have a feeling of personal empowerment with respect to work processes. | 52.3% | 12.5% | 39.9% | | 23.4% | | | 15.8% | | 8.5% | | 24.2% | | 2,614 | | 7,932 | | 4,479 | | | | 2,959 | 1,514 | | 19,498 | 433 | |
| Agree-disagree | | | 31 | Employees are recognized for providing high quality products and services. | 53.2% | 14.3% | 38.9% | | 22.5% | | | 14.9% | | 9.5% | | 24.4% | | 3,041 | | 7,938 | | 4,234 | | | | 2,715 | 1,596 | | 19,524 | 404 | |
| Agree-disagree | | | 32 | Creativity and innovation are rewarded. | 42.4% | 12.2% | 30.2% | | 29.6% | | | 16.6% | | 11.5% | | 28.1% | | 2,589 | | 6,138 | | 5,520 | | | | 3,013 | 1,944 | | 19,204 | 634 | |
| Agree-disagree | | | 33 | Pay raises depend on how well employees perform their jobs. | 24.0% | 6.8% | 17.2% | | 27.3% | | | 23.5% | | 25.2% | | 48.7% | | 1,403 | | 3,540 | | 5,219 | | | | 4,276 | 4,026 | | 18,464 | 1,427 | |
| Agree-disagree | | | 34 | Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring). | 58.5% | 18.8% | 39.7% | | 28.6% | | | 6.4% | | 6.4% | | 12.9% | | 3,564 | | 7,385 | | 4,917 | | | | 1,183 | 1,068 | | 18,117 | 1,805 | |
| Agree-disagree | | | 35 | Employees are protected from health and safety hazards on the job. | 83.1% | 28.9% | 54.1% | | 10.6% | | | 3.8% | | 2.5% | | 6.3% | | 5,913 | | 10,673 | | 2,016 | | | | 684 | 410 | | 19,696 | 259 | |
| Agree-disagree | | | 36 | My organization has prepared employees for potential security threats. | 83.3% | 26.8% | 56.5% | | 11.0% | | | 3.6% | | 2.2% | | 5.7% | | 5,506 | | 11,100 | | 2,101 | | | | 681 | 378 | | 19,766 | 150 | |
| Agree-disagree | | | 37 | Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated. | 60.9% | 21.4% | 39.5% | | 20.8% | | | 9.3% | | 9.1% | | 18.3% | | 4,271 | | 7,388 | | 3,797 | | | | 1,691 | 1,603 | | 18,750 | 1,187 | |
| Agree-disagree | | | 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. | 74.5% | 29.7% | 44.8% | | 15.8% | | | 4.6% | | 5.2% | | 9.7% | | 5,655 | | 8,044 | | 2,799 | | | | 791 | 913 | | 18,202 | 1,665 | |
| Agree-disagree | | | 39 | My agency is successful at accomplishing its mission. | 81.0% | 27.2% | 53.8% | | 13.2% | | | 3.8% | | 2.0% | | 5.8% | | 5,658 | | 10,429 | | 2,531 | | | | 694 | 349 | | 19,661 | 280 | |
| Agree-disagree | | | 40 | \*I recommend my organization as a good place to work. | 71.6% | 28.8% | 42.9% | | 16.6% | | | 7.7% | | 4.1% | | 11.8% | | 6,054 | | 8,456 | | 3,203 | | | | 1,455 | 757 | | 19,925 | N/A | |
| Agree-disagree | | | 41 | \*I believe the results of this survey will be used to make my agency a better place to work. | 42.7% | 15.2% | 27.5% | | 27.7% | | | 15.7% | | 13.9% | | 29.6% | | 3,128 | | 5,364 | | 5,028 | | | | 2,700 | 2,281 | | 18,501 | 1,430 | |
| Agree-disagree | | | 42 | My supervisor supports my need to balance work and other life issues. | 84.8% | 48.9% | 35.9% | | 7.6% | | | 3.6% | | 3.9% | | 7.6% | | 9,903 | | 7,064 | | 1,452 | | | | 685 | 684 | | 19,788 | 89 | |
| Agree-disagree | | | 43 | My supervisor provides me with opportunities to demonstrate my leadership skills. | 72.5% | 36.0% | 36.5% | | 14.9% | | | 7.0% | | 5.6% | | 12.6% | | 7,476 | | 7,106 | | 2,793 | | | | 1,339 | 1,038 | | 19,752 | 100 | |
| Agree-disagree | | | 44 | Discussions with my supervisor about my performance are worthwhile. | 68.9% | 33.3% | 35.6% | | 15.9% | | | 8.3% | | 6.8% | | 15.2% | | 6,756 | | 6,949 | | 3,090 | | | | 1,570 | 1,287 | | 19,652 | 183 | |
| Agree-disagree | | | 45 | My supervisor is committed to a workforce representative of all segments of society. | 74.0% | 37.2% | 36.9% | | 18.4% | | | 3.5% | | 4.1% | | 7.6% | | 7,015 | | 6,670 | | 3,240 | | | | 613 | 709 | | 18,247 | 1,598 | |
| Agree-disagree | | | 46 | My supervisor provides me with constructive suggestions to improve my job performance. | 68.2% | 31.2% | 37.0% | | 17.3% | | | 8.5% | | 6.0% | | 14.5% | | 6,367 | | 7,235 | | 3,328 | | | | 1,641 | 1,137 | | 19,708 | 133 | |
| Agree-disagree | | | 47 | Supervisors in my work unit support employee development. | 72.0% | 34.1% | 37.9% | | 15.2% | | | 6.8% | | 6.0% | | 12.8% | | 6,967 | | 7,428 | | 2,839 | | | | 1,249 | 1,069 | | 19,552 | 304 | |
| Agree-disagree | | | 48 | My supervisor listens to what I have to say. | 81.9% | 43.9% | 38.0% | | 9.4% | | | 5.5% | | 3.1% | | 8.6% | | 8,925 | | 7,371 | | 1,833 | | | | 1,057 | 617 | | 19,803 | N/A | |
| Agree-disagree | | | 49 | My supervisor treats me with respect. | 86.6% | 50.6% | 36.0% | | 7.3% | | | 3.5% | | 2.6% | | 6.1% | | 10,166 | | 6,969 | | 1,438 | | | | 696 | 531 | | 19,800 | N/A | |
| Agree-disagree | | | 50 | In the last six months, my supervisor has talked with me about my performance. | 85.9% | 43.9% | 42.0% | | 7.1% | | | 4.7% | | 2.2% | | 6.9% | | 8,785 | | 8,176 | | 1,435 | | | | 952 | 454 | | 19,802 | N/A | |
| Agree-disagree | | | 51 | I have trust and confidence in my supervisor. | 73.9% | 42.3% | 31.6% | | 13.5% | | | 6.8% | | 5.8% | | 12.6% | | 8,592 | | 6,147 | | 2,624 | | | | 1,306 | 1,135 | | 19,804 | N/A | |
| Good-poor | | | 52 | Overall, how good a job do you feel is being done by your immediate supervisor? | 75.3% | 45.7% | 29.6% | | 15.2% | | | 5.4% | | 4.1% | | 9.5% | | 9,239 | | 5,827 | | 2,923 | | | | 1,020 | 794 | | 19,803 | N/A | |
| Agree-disagree | | | 53 | In my organization, senior leaders generate high levels of motivation and commitment in the workforce. | 42.3% | 12.3% | 30.0% | | 26.5% | | | 17.0% | | 14.2% | | 31.2% | | 2,617 | | 6,073 | | 4,956 | | | | 3,137 | 2,433 | | 19,216 | 496 | |
| Agree-disagree | | | 54 | My organization's senior leaders maintain high standards of honesty and integrity. | 52.9% | 17.2% | 35.7% | | 25.9% | | | 10.0% | | 11.2% | | 21.2% | | 3,473 | | 6,689 | | 4,594 | | | | 1,742 | 1,832 | | 18,330 | 1,380 | |
| Agree-disagree | | | 55 | Supervisors work well with employees of different backgrounds. | 71.7% | 23.5% | 48.2% | | 17.7% | | | 5.3% | | 5.3% | | 10.6% | | 4,613 | | 8,972 | | 3,201 | | | | 982 | 871 | | 18,639 | 974 | |
| Agree-disagree | | | 56 | \*Managers communicate the goals of the organization. | 64.7% | 18.4% | 46.3% | | 18.1% | | | 10.1% | | 7.1% | | 17.2% | | 3,827 | | 9,107 | | 3,379 | | | | 1,887 | 1,230 | | 19,430 | 226 | |
| Agree-disagree | | | 57 | Managers review and evaluate the organization's progress toward meeting its goals and objectives. | 64.3% | 18.6% | 45.7% | | 21.3% | | | 8.3% | | 6.2% | | 14.4% | | 3,686 | | 8,492 | | 3,791 | | | | 1,446 | 1,011 | | 18,426 | 1,266 | |
| Agree-disagree | | | 58 | Managers promote communication among different work units (for example, about projects, goals, needed resources). | 60.2% | 18.2% | 42.0% | | 19.5% | | | 11.7% | | 8.7% | | 20.4% | | 3,728 | | 8,108 | | 3,654 | | | | 2,144 | 1,502 | | 19,136 | 562 | |
| Agree-disagree | | | 59 | Managers support collaboration across work units to accomplish work objectives. | 64.8% | 20.2% | 44.7% | | 18.1% | | | 9.5% | | 7.6% | | 17.0% | | 4,109 | | 8,568 | | 3,350 | | | | 1,714 | 1,298 | | 19,039 | 539 | |
| Good-poor | | | 60 | Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor? | 62.4% | 27.5% | 34.9% | | 21.3% | | | 8.3% | | 8.0% | | 16.3% | | 5,389 | | 6,549 | | 3,844 | | | | 1,458 | 1,356 | | 18,596 | 1,084 | |
| Agree-disagree | | | 61 | I have a high level of respect for my organization's senior leaders. | 55.0% | 20.5% | 34.5% | | 24.1% | | | 11.1% | | 9.8% | | 20.9% | | 4,316 | | 6,734 | | 4,523 | | | | 2,064 | 1,706 | | 19,343 | 318 | |
| Agree-disagree | | | 62 | Senior leaders demonstrate support for Work-Life programs. | 60.3% | 22.1% | 38.1% | | 24.4% | | | 7.8% | | 7.5% | | 15.3% | | 4,303 | | 6,887 | | 4,164 | | | | 1,290 | 1,136 | | 17,780 | 1,874 | |
| Satisfied-dissatisfied | | | 63 | \*How satisfied are you with your involvement in decisions that affect your work? | 57.2% | 17.0% | 40.3% | | 21.3% | | | 15.1% | | 6.3% | | 21.4% | | 3,607 | | 7,845 | | 4,086 | | | | 2,896 | 1,132 | | 19,566 | N/A | |
| Satisfied-dissatisfied | | | 64 | \*How satisfied are you with the information you receive from management on what's going on in your organization? | 53.1% | 15.0% | 38.1% | | 22.4% | | | 16.9% | | 7.5% | | 24.4% | | 3,214 | | 7,611 | | 4,242 | | | | 3,179 | 1,328 | | 19,574 | N/A | |
| Satisfied-dissatisfied | | | 65 | \*How satisfied are you with the recognition you receive for doing a good job? | 53.0% | 17.0% | 35.9% | | 23.1% | | | 15.2% | | 8.8% | | 24.0% | | 3,670 | | 7,178 | | 4,398 | | | | 2,776 | 1,525 | | 19,547 | N/A | |
| Satisfied-dissatisfied | | | 66 | How satisfied are you with the policies and practices of your senior leaders? | 44.6% | 12.3% | 32.4% | | 30.6% | | | 15.7% | | 9.0% | | 24.8% | | 2,671 | | 6,576 | | 5,769 | | | | 2,958 | 1,577 | | 19,551 | N/A | |
| Satisfied-dissatisfied | | | 67 | How satisfied are you with your opportunity to get a better job in your organization? | 42.8% | 13.2% | 29.6% | | 27.1% | | | 16.9% | | 13.2% | | 30.1% | | 2,799 | | 5,930 | | 5,265 | | | | 3,192 | 2,364 | | 19,550 | N/A | |
| Satisfied-dissatisfied | | | 68 | How satisfied are you with the training you receive for your present job? | 57.1% | 16.2% | 40.9% | | 22.3% | | | 13.6% | | 7.0% | | 20.6% | | 3,434 | | 8,106 | | 4,262 | | | | 2,540 | 1,214 | | 19,556 | N/A | |
| Satisfied-dissatisfied | | | 69 | \*Considering everything, how satisfied are you with your job? | 71.5% | 25.5% | 46.0% | | 15.3% | | | 9.1% | | 4.1% | | 13.2% | | 5,285 | | 8,927 | | 2,924 | | | | 1,665 | 750 | | 19,551 | N/A | |
| Satisfied-dissatisfied | | | 70 | Considering everything, how satisfied are you with your pay? | 63.3% | 21.2% | 42.2% | | 16.2% | | | 13.3% | | 7.2% | | 20.5% | | 4,461 | | 8,409 | | 3,052 | | | | 2,428 | 1,187 | | 19,537 | N/A | |
| Satisfied-dissatisfied | | | 71 | \*Considering everything, how satisfied are you with your organization? | 63.2% | 18.6% | 44.7% | | 19.6% | | | 11.2% | | 5.9% | | 17.1% | | 3,982 | | 8,681 | | 3,670 | | | | 2,094 | 1,033 | | 19,460 | N/A | |
| ***72. Currently, in my work unit poor performers usually:*** | | | | | | | | **N** | | **%** |
|  | | Remain in the work unit and improve their performance over time | | | | | | 2,792 | | 16.7% |
|  | | Remain in the work unit and continue to underperform | | | | | | 8,436 | | 57.6% |
|  | | Leave the work unit - removed or transferred | | | | | | 1,120 | | 6.5% |
|  | | Leave the work unit - quit | | | | | | 224 | | 1.3% |
|  | | There are no poor performers in my work unit | | | | | | 2,935 | | 17.9% |
|  | Item Response Total | | | | | | | 15,507 | | 100.0% |
|  | | Do not know | | | | | | 4,060 | | -- |
|  | Total | | | | | | | 19,567 | | 100.0% |
| ***73. Which of the following best describes the impact of the partial government shutdown (December 22, 2018 - January 25, 2019) on your working/pay status?*** | | | | | | | | | | | | | | | | | | | **N** | | **%** | | |
|  | The shutdown had no impact on my working/pay status | | | | | | | | | | | | | | | | | | 4,345 | | 18.1% | | |
|  | I did not work and did not receive pay until after the lapse ended | | | | | | | | | | | | | | | | | | 7,660 | | 39.6% | | |
|  | I worked some of the shutdown but did not receive pay until after the lapse ended | | | | | | | | | | | | | | | | | | 1,810 | | 9.6% | | |
|  | I worked for the entirety of the shutdown but did not receive pay until after the lapse ended | | | | | | | | | | | | | | | | | | 4,832 | | 28.8% | | |
|  | Other, not listed above | | | | | | | | | | | | | | | | | | 902 | | 3.9% | | |
|  | Total | | | | | | | | | | | | | | | | | | 19,549 | | 100.0% | | |
|  |  |  | | | | | | | | | | | | | | | | |  | |  | | |
| ***74. How was your everyday work impacted during (if you worked) or after the partial government shutdown?*** | | | | | | | | | | | | | | | | | | | **N** | | **%** | | |
|  | It had no impact | | | | | | | | | | | | | | | | | | 3,440 | | 15.9% | | |
|  | A slightly negative impact | | | | | | | | | | | | | | | | | | 3,335 | | 16.4% | | |
|  | A moderately negative impact | | | | | | | | | | | | | | | | | | 4,867 | | 25.9% | | |
|  | A very negative impact | | | | | | | | | | | | | | | | | | 4,262 | | 23.4% | | |
|  | An extremely negative impact | | | | | | | | | | | | | | | | | | 3,125 | | 18.5% | | |
|  | Total | | | | | | | | | | | | | | | | | | 19,029 | | 100.0% | | |
|  |  |  | | | | | | | | | | | | | | | | |  | |  | | |
| ***If the response to item 74 was "It had no impact", item 75 was skipped.*** | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | |
| ***75. In what ways did the partial government shutdown negatively affect your work? (Check all that apply)*** | | | | | | | | | | | | | | | | | | | **N** | | **%** | | |
|  | Unmanageable workload | | | | | | | | | | | | | | | | | | 4,762 | | 31.5% | | |
|  | Missed deadlines | | | | | | | | | | | | | | | | | | 9,706 | | 62.8% | | |
|  | Unrecoverable loss of work | | | | | | | | | | | | | | | | | | 4,287 | | 28.0% | | |
|  | Reduced customer service | | | | | | | | | | | | | | | | | | 8,736 | | 56.6% | | |
|  | Delayed work | | | | | | | | | | | | | | | | | | 12,203 | | 79.2% | | |
|  | Reduced work quality | | | | | | | | | | | | | | | | | | 4,782 | | 33.8% | | |
|  | Cutback of critical work | | | | | | | | | | | | | | | | | | 4,889 | | 32.0% | | |
|  | Time lost in restarting work | | | | | | | | | | | | | | | | | | 8,940 | | 58.3% | | |
|  | Unmet statutory requirements | | | | | | | | | | | | | | | | | | 2,407 | | 15.8% | | |
|  | Other | | | | | | | | | | | | | | | | | | 2,904 | | 19.4% | | |
|  | Total (percents will add to more than 100% because respondents could choose more than one response option) | | | | | | | | | | | | | | | | | | 15,469 | | -- | | |
|  |  |  | | | | | | | | | | | | | | | | |  | |  | | |
| ***76. Are you looking for another job because of the partial government shutdown?*** | | | | | | | | | | | | | | | | | | | **N** | | **%** | | |
|  | I am looking for another job **specifically** because of the shutdown | | | | | | | | | | | | | | | | | | 446 | | 2.8% | | |
|  | I am looking for another job, but the shutdown is **only one** of the reasons | | | | | | | | | | | | | | | | | | 1,708 | | 9.7% | | |
|  | I am looking for another job, but the shutdown had **no influence** on that decision | | | | | | | | | | | | | | | | | | 2,721 | | 13.8% | | |
|  | I am **not** looking for another job currently | | | | | | | | | | | | | | | | | | 14,560 | | 73.8% | | |
|  | Total | | | | | | | | | | | | | | | | | | 19,435 | | 100.0% | | |
|  |  |  | | | | | | | | | | | | | | | | |  | |  | | |
| ***77. My agency provided the support (e.g., communication, assistance, guidance) I needed during the partial government shutdown.*** | | | | | | | | | | | | | | | | | | | **N** | | **%** | | |
|  | | Strongly Agree | | | | | | | | | | | | | | | | | 4,218 | | 21.0% | | |
|  | | Agree | | | | | | | | | | | | | | | | | 7,483 | | 39.9% | | |
|  | | Neither Agree nor Disagree | | | | | | | | | | | | | | | | | 3,566 | | 20.3% | | |
|  | | Disagree | | | | | | | | | | | | | | | | | 1,708 | | 10.3% | | |
|  | | Strongly Disagree | | | | | | | | | | | | | | | | | 1,347 | | 8.4% | | |
|  | Item Response Total | | | | | | | | | | | | | | | | | | 18,322 | | 100.0% | | |
|  | | No support required | | | | | | | | | | | | | | | | | 1,193 | | -- | | |
|  | Total | | | | | | | | | | | | | | | | | | 19,515 | | 100.0% | | |
| ***78. Please select the response below that BEST describes your current teleworking schedule.*** | | | | | | | | | | | | | **2019** | | | | **2018** | | | | | | | |  | | |  | | |
| **N** | | **%** | | **N** | | | | | | **%** | |  | | |  | | |
|  | I telework very infrequently, on an unscheduled or short-term basis | | | | | | | | | | | | 3,557 | | 16.0% | | 4,043 | | | | | | 17.0% | |  | | |  | | |
|  | I telework, but only about 1 or 2 days per month | | | | | | | | | | | | 2,152 | | 9.7% | | 2,546 | | | | | | 10.8% | |  | | |  | | |
|  | I telework 1 or 2 days per week | | | | | | | | | | | | 5,523 | | 26.1% | | 5,602 | | | | | | 25.0% | |  | | |  | | |
|  | I telework 3 or 4 days per week | | | | | | | | | | | | 1,268 | | 6.5% | | 1,244 | | | | | | 5.8% | |  | | |  | | |
|  | I telework every work day | | | | | | | | | | | | 959 | | 4.3% | | 865 | | | | | | 3.5% | |  | | |  | | |
|  | I do not telework because I have to be physically present on the job | | | | | | | | | | | | 2,940 | | 20.0% | | 3,322 | | | | | | 20.8% | |  | | |  | | |
|  | I do not telework because of technical issues that prevent me from teleworking | | | | | | | | | | | | 322 | | 2.1% | | 372 | | | | | | 2.2% | |  | | |  | | |
|  | I do not telework because I did not receive approval to do so, even though I have the kind of job where I can telework | | | | | | | | | | | | 1,193 | | 7.2% | | 1,179 | | | | | | 6.4% | |  | | |  | | |
|  | I do not telework because I choose not to telework | | | | | | | | | | | | 1,558 | | 8.2% | | 1,744 | | | | | | 8.5% | |  | | |  | | |
|  | Total | | | | | | | | | | | | 19,472 | | 100.0% | | 20,917 | | | | | | 100.0% | |  | | |  | | |
|  |  |  | | | | | | | | | | |  | |  | |  | | | | | |  | |  | | |  | | |
| ***79. How satisfied are you with the Telework program in your agency?*** | | | | | | | | | | | | | **2019** | | | | | | | | | | **2018** | | | | | | | |
| **N** | | **Satisfaction %** | | **All Response Options %** | | | | | | **N** | | **Satisfaction %** | | | **All Response Options %** | | |
|  |  | Very Satisfied | | | | | | | | | | | 5,730 | | 35.3% | | 26.2% | | | | | | 6,453 | | 39.5% | | | 28.7% | | |
|  |  | Satisfied | | | | | | | | | | | 5,435 | | 34.1% | | 25.3% | | | | | | 5,626 | | 34.2% | | | 24.9% | | |
|  |  | Neither Satisfied nor Dissatisfied | | | | | | | | | | | 2,376 | | 16.5% | | 12.3% | | | | | | 2,386 | | 15.8% | | | 11.5% | | |
|  |  | Dissatisfied | | | | | | | | | | | 1,217 | | 8.3% | | 6.2% | | | | | | 995 | | 6.4% | | | 4.6% | | |
|  |  | Very Dissatisfied | | | | | | | | | | | 800 | | 5.8% | | 4.3% | | | | | | 610 | | 4.2% | | | 3.1% | | |
|  | Item Response Total | | | | | | | | | | | | 15,558 | | 100.0% | | 74.3% | | | | | | 16,070 | | 100.0% | | | 72.7% | | |
|  |  | I choose not to participate in this program | | | | | | | | | | | 699 | | -- | | 3.8% | | | | | | 965 | | -- | | | 5.0% | | |
|  |  | This program is not available to me | | | | | | | | | | | 3,060 | | -- | | 20.8% | | | | | | 3,302 | | -- | | | 21.1% | | |
|  |  | I am unaware of this program | | | | | | | | | | | 164 | | -- | | 1.1% | | | | | | 167 | | -- | | | 1.1% | | |
|  | Total | | | | | | | | | | | | 19,481 | | 100.0% | | 100.0% | | | | | | 20,504 | | 100.0% | | | 100.0% | | |
|  |  |  | | | | | | | | | | |  | |  | |  | | | | | |  | |  | | |  | | |
| ***80. Which of the following Work-Life programs have you participated in or used at your agency within the last 12 months? (Mark all that apply):*** | | | | | | | | | | | | | **2019** | | | |  | | | | | |  | |  | | |  | | |
| **N** | | **%** | |  | | | | | |  | |  | | |  | | |
|  | Alternative Work Schedules | | | | | | | | | | | | 13,425 | | 69.6% | |  | | | | | |  | |  | | |  | | |
|  | Health and Wellness Programs | | | | | | | | | | | | 4,431 | | 22.2% | |  | | | | | |  | |  | | |  | | |
|  | Employee Assistance Program – EAP | | | | | | | | | | | | 1,519 | | 7.9% | |  | | | | | |  | |  | | |  | | |
|  | Child Care Programs | | | | | | | | | | | | 456 | | 2.7% | |  | | | | | |  | |  | | |  | | |
|  | Elder Care Programs | | | | | | | | | | | | 106 | | 0.5% | |  | | | | | |  | |  | | |  | | |
|  | None listed above | | | | | | | | | | | | 4,658 | | 24.0% | |  | | | | | |  | |  | | |  | | |
|  | Total (percents will add to more than 100% because respondents could choose more than one response option) | | | | | | | | | | | | 19,406 | | -- | |  | | | | | |  | |  | | |  | | |
| *Note: This item was not in the 2018 OPM FEVS.* | | | | | | | | | | | | | | | | |  | | | | | |  | |  | | |  | | |
|  |  |  | | | | | | | | | | |  | |  | |  | | | | | |  | |  | | |  | | |
| ***81. How satisfied are you with the following Work-Life programs in your agency? Alternative Work Schedules*** | | | | | | | | | | | | | **2019** | | | | | | | | | | **2018** | | | | | | | |
| **N** | | **Satisfaction %** | | **All Response Options %** | | | | | | **N** | | **Satisfaction %** | | | **All Response Options %** | | |
|  |  | Very Satisfied | | | | | | | | | | | 8,403 | | 48.9% | | 42.5% | | | | | | 8,796 | | 47.4% | | | 41.9% | | |
|  |  | Satisfied | | | | | | | | | | | 6,286 | | 37.6% | | 32.7% | | | | | | 7,015 | | 38.2% | | | 33.7% | | |
|  |  | Neither Satisfied nor Dissatisfied | | | | | | | | | | | 1,583 | | 9.4% | | 8.1% | | | | | | 1,664 | | 9.2% | | | 8.1% | | |
|  |  | Dissatisfied | | | | | | | | | | | 369 | | 2.4% | | 2.1% | | | | | | 473 | | 2.8% | | | 2.5% | | |
|  |  | Very Dissatisfied | | | | | | | | | | | 258 | | 1.7% | | 1.4% | | | | | | 379 | | 2.4% | | | 2.1% | | |
|  | Item Response Total | | | | | | | | | | | | 16,899 | | 100.0% | | 86.9% | | | | | | 18,327 | | 100.0% | | | 88.3% | | |
|  |  | I choose not to participate in these programs | | | | | | | | | | | 1,370 | | -- | | 6.7% | | | | | | 1,194 | | -- | | | 5.5% | | |
|  |  | These programs are not available to me | | | | | | | | | | | 961 | | -- | | 5.2% | | | | | | 1,073 | | -- | | | 5.3% | | |
|  |  | I am unaware of these programs | | | | | | | | | | | 197 | | -- | | 1.2% | | | | | | 161 | | -- | | | 0.9% | | |
|  | Total | | | | | | | | | | | | 19,427 | | 100.0% | | 100.0% | | | | | | 20,755 | | 100.0% | | | 100.0% | | |
|  |  |  | | | | | | | | | | |  | |  | |  | | | | | |  | |  | | |  | | |
| ***82. How satisfied are you with the following Work-Life programs in your agency? Health and Wellness Programs*** | | | | | | | | | | | | | **2019** | | | | | | | | | | **2018** | | | | | | | |
| **N** | | **Satisfaction %** | | **All Response Options %** | | | | | | **N** | | **Satisfaction %** | | | **All Response Options %** | | |
|  |  | Very Satisfied | | | | | | | | | | | 2,838 | | 21.5% | | 13.6% | | | | | | 4,019 | | 22.9% | | | 17.9% | | |
|  |  | Satisfied | | | | | | | | | | | 5,204 | | 41.7% | | 26.3% | | | | | | 6,673 | | 39.7% | | | 31.0% | | |
|  |  | Neither Satisfied nor Dissatisfied | | | | | | | | | | | 3,543 | | 28.7% | | 18.1% | | | | | | 4,094 | | 25.3% | | | 19.8% | | |
|  |  | Dissatisfied | | | | | | | | | | | 573 | | 5.2% | | 3.2% | | | | | | 1,187 | | 7.9% | | | 6.2% | | |
|  |  | Very Dissatisfied | | | | | | | | | | | 300 | | 2.8% | | 1.8% | | | | | | 595 | | 4.3% | | | 3.3% | | |
|  | Item Response Total | | | | | | | | | | | | 12,458 | | 100.0% | | 63.0% | | | | | | 16,568 | | 100.0% | | | 78.2% | | |
|  |  | I choose not to participate in these programs | | | | | | | | | | | 3,570 | | -- | | 18.6% | | | | | | 1,383 | | -- | | | 6.5% | | |
|  |  | These programs are not available to me | | | | | | | | | | | 1,945 | | -- | | 10.6% | | | | | | 1,936 | | -- | | | 9.5% | | |
|  |  | I am unaware of these programs | | | | | | | | | | | 1,305 | | -- | | 7.8% | | | | | | 1,033 | | -- | | | 5.8% | | |
|  | Total | | | | | | | | | | | | 19,278 | | 100.0% | | 100.0% | | | | | | 20,920 | | 100.0% | | | 100.0% | | |
|  |  |  | | | | | | | | | | |  | |  | |  | | | | | |  | |  | | |  | | |
| ***83. How satisfied are you with the following Work-Life programs in your agency? Employee Assistance Program - EAP*** | | | | | | | | | | | | | **2019** | | | | | | | | | | **2018** | | | | | | | |
| **N** | | **Satisfaction %** | | **All Response Options %** | | | | | | **N** | | **Satisfaction %** | | | **All Response Options %** | | |
|  |  | Very Satisfied | | | | | | | | | | | 1,582 | | 15.9% | | 7.8% | | | | | | 2,836 | | 19.1% | | | 12.7% | | |
|  |  | Satisfied | | | | | | | | | | | 3,165 | | 31.8% | | 15.6% | | | | | | 4,995 | | 34.1% | | | 22.7% | | |
|  |  | Neither Satisfied nor Dissatisfied | | | | | | | | | | | 4,583 | | 47.8% | | 23.5% | | | | | | 5,840 | | 41.9% | | | 27.9% | | |
|  |  | Dissatisfied | | | | | | | | | | | 242 | | 2.6% | | 1.3% | | | | | | 366 | | 2.8% | | | 1.9% | | |
|  |  | Very Dissatisfied | | | | | | | | | | | 157 | | 1.9% | | 0.9% | | | | | | 249 | | 2.0% | | | 1.3% | | |
|  | Item Response Total | | | | | | | | | | | | 9,729 | | 100.0% | | 49.1% | | | | | | 14,286 | | 100.0% | | | 66.7% | | |
|  |  | I choose not to participate in these programs | | | | | | | | | | | 7,686 | | -- | | 40.0% | | | | | | 4,683 | | -- | | | 22.7% | | |
|  |  | These programs are not available to me | | | | | | | | | | | 322 | | -- | | 2.0% | | | | | | 325 | | -- | | | 1.7% | | |
|  |  | I am unaware of these programs | | | | | | | | | | | 1,506 | | -- | | 9.0% | | | | | | 1,627 | | -- | | | 8.9% | | |
|  | Total | | | | | | | | | | | | 19,243 | | 100.0% | | 100.0% | | | | | | 20,921 | | 100.0% | | | 100.0% | | |
|  |  |  | | | | | | | | | | |  | |  | |  | | | | | |  | |  | | |  | | |
| ***84. How satisfied are you with the following Work-Life programs in your agency? Child Care Programs*** | | | | | | | | | | | | | **2019** | | | | | | | | | | **2018** | | | | | | | |
| **N** | | **Satisfaction %** | | **All Response Options %** | | | | | | **N** | | **Satisfaction %** | | | **All Response Options %** | | |
|  |  | Very Satisfied | | | | | | | | | | | 621 | | 9.8% | | 3.1% | | | | | | 1,232 | | 13.6% | | | 5.9% | | |
|  |  | Satisfied | | | | | | | | | | | 1,310 | | 21.8% | | 7.0% | | | | | | 2,088 | | 23.1% | | | 9.9% | | |
|  |  | Neither Satisfied nor Dissatisfied | | | | | | | | | | | 3,951 | | 62.6% | | 20.1% | | | | | | 5,149 | | 56.1% | | | 24.1% | | |
|  |  | Dissatisfied | | | | | | | | | | | 178 | | 3.2% | | 1.0% | | | | | | 288 | | 3.7% | | | 1.6% | | |
|  |  | Very Dissatisfied | | | | | | | | | | | 127 | | 2.6% | | 0.8% | | | | | | 265 | | 3.5% | | | 1.5% | | |
|  | Item Response Total | | | | | | | | | | | | 6,187 | | 100.0% | | 32.1% | | | | | | 9,022 | | 100.0% | | | 43.0% | | |
|  |  | I choose not to participate in these programs | | | | | | | | | | | 9,006 | | -- | | 46.1% | | | | | | 6,981 | | -- | | | 32.7% | | |
|  |  | These programs are not available to me | | | | | | | | | | | 2,175 | | -- | | 11.7% | | | | | | 2,626 | | -- | | | 13.2% | | |
|  |  | I am unaware of these programs | | | | | | | | | | | 1,847 | | -- | | 10.2% | | | | | | 2,293 | | -- | | | 11.1% | | |
|  | Total | | | | | | | | | | | | 19,215 | | 100.0% | | 100.0% | | | | | | 20,922 | | 100.0% | | | 100.0% | | |
|  |  |  | | | | | | | | | | |  | |  | |  | | | | | |  | |  | | |  | | |
| ***85. How satisfied are you with the following Work-Life programs in your agency? Elder Care Programs*** | | | | | | | | | | | | | **2019** | | | | | | | | | | **2018** | | | | | | | |
| **N** | | **Satisfaction %** | | **All Response Options %** | | | | | | **N** | | **Satisfaction %** | | | **All Response Options %** | | |
|  |  | Very Satisfied | | | | | | | | | | | 396 | | 7.0% | | 1.9% | | | | | | 885 | | 10.9% | | | 4.0% | | |
|  |  | Satisfied | | | | | | | | | | | 803 | | 14.5% | | 4.0% | | | | | | 1,399 | | 16.8% | | | 6.1% | | |
|  |  | Neither Satisfied nor Dissatisfied | | | | | | | | | | | 3,978 | | 74.5% | | 20.4% | | | | | | 5,182 | | 66.7% | | | 24.3% | | |
|  |  | Dissatisfied | | | | | | | | | | | 109 | | 2.3% | | 0.6% | | | | | | 246 | | 3.4% | | | 1.2% | | |
|  |  | Very Dissatisfied | | | | | | | | | | | 80 | | 1.7% | | 0.5% | | | | | | 151 | | 2.2% | | | 0.8% | | |
|  | Item Response Total | | | | | | | | | | | | 5,366 | | 100.0% | | 27.4% | | | | | | 7,863 | | 100.0% | | | 36.5% | | |
|  |  | I choose not to participate in these programs | | | | | | | | | | | 8,836 | | -- | | 45.6% | | | | | | 6,705 | | -- | | | 31.7% | | |
|  |  | These programs are not available to me | | | | | | | | | | | 1,717 | | -- | | 9.1% | | | | | | 2,194 | | -- | | | 11.1% | | |
|  |  | I am unaware of these programs | | | | | | | | | | | 3,220 | | -- | | 17.9% | | | | | | 4,147 | | -- | | | 20.8% | | |
|  | Total | | | | | | | | | | | | 19,139 | | 100.0% | | 100.0% | | | | | | 20,909 | | 100.0% | | | 100.0% | | |