**Federal Employee View Point Survey**



*Employees Influencing Change*

**Department of Transportation**

**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 2015 survey.

Strengths

Responses that are 65 percent or more positive are considered strengths. The top five areas showing the highest positive responses (rounded to the nearest whole number) in 2015 are:

* *“When needed I am willing to put in the extra effort to get the job done”* (96 percent positive);
* *“I am constantly looking for ways to do my job better”* (90 percent positive);
* *“The work I do is important”* (90 percent positive);
* *“I like the kind of work I do”* (85 percent positive); and
* *“My supervisor treats me with respect”* (84 percent positive).

Challenges

Responses that are 35 percent or more negative are considered challenges. The top five areas showing the highest negative responses (rounded to the nearest whole number) in 2015 are:

* *“Pay raises depend on how well employees perform their jobs”* (58 percent negative);
* *“In my work unit, steps are taken to deal with a poor performer who cannot or will not improve”* (46 percent negative);
* *“In my work unit, differences in performance are recognized in a meaningful way”* (40 percent negative);
* *“Promotions in my work unit are based on merit”* (40 percent negative); and
* *“In my organization, senior leaders generate high levels of motivation and commitment in the workforce”* (36 percent negative).

Notable Increases and Decreases

Differences of five percentage points or more are considered notable. DOT had two survey items that either increased or decreased by five percentage points or more in 2015:

* *“How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example; support groups, speakers)”* increased from 59 percent in 2014 to 73 percent in 2015.
* “*How satisfied are you with the following Work/Life programs in your agency? Child Care Programs (for example; daycare, parenting classes, parenting support groups)”* decreased from 80 percent in 2014 to 75 percent in 2015.

Employee Engagement Index

OPM’s Employee Engagement Index measures conditions (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 (“going the extra mile”) to achieve positive work outcomes.

As illustrated below, DOT-wide scores on the Employee Engagement Index held relatively steady during the 2012-2015 timeframe, with a modest improvement of two percentage points from 2014 to 2015.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **2012** | **2013** | **2014** | **2015** |
| **Employee Engagement** | 64% | 65% | 64% | 66% |

Human Capital Assessment and Accountability Framework (HCAAF) Index

The HCAAF index measures different aspects of human capital management related to organizational effectiveness. The indices making up the HCAAF Index are Leadership & Knowledge Management, Results-Oriented Performance Culture, Talent Management, and Job Satisfaction. Below are DOT’s HCAAF results since 2012.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **2012** | **2013** | **2014** | **2015** |
| **Leadership & Knowledge Management** | 59% | 60% | 59% | 61% |
| **Performance Culture** | 51% | 51% | 51% | 53% |
| **Talent Management** | 59% | 57% | 57% | 59% |
| **Job Satisfaction** | 69% | 67% | 65% | 67% |

DOT-wide scores on HCAAF indices have also held relatively steady during the 2012-2015 timeframe with a two percent improvement across all indexes over 2014 levels.

**2. How the Survey was Conducted**

The survey was conducted online from May 4, 2015 through June 12, 2015. OPM sent emails to a group of randomly selected employees inviting them to participate in the survey. The email invitations contained a hyperlink to the survey website which was connected to a unique identification number to protect confidentiality of survey respondents.

**3. Description of Sample**

The population of employees sampled for survey participation consisted of full-time and part-time, permanent, non-seasonal employees who were onboard at DOT at least since October 31, 2014. DOT employees selected for survey participation included non-supervisory employees, supervisors, managers, and executives or equivalents. The sample included employees from all DOT sub-components, except the Surface Transportation Board. The Surface Transportation Board was surveyed separately among other small, independent Federal agencies. The survey sample was stratified by supervisory status and organizational membership. Also, supervisor and non-supervisory employees were sampled separately to allow for later analyses of differences between these two groups.

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

Of the total agency sample of 29,298 employees, 15,598 responded for an overall agency response rate of 53.2 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. Weighting also eliminated over or under representation of a group in the survey results that may be a consequence of the sampling strategy or differential response rates.

**5. Survey Items and Response Choices**

See the following pages.

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | | **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 |  | 3,233 | 6,791 | 2,535 | 2,129 | 876 | 15,564 | NA |
| % | 62.96 | 19.17 | 43.78 | 16.72 | 14.52 | 5.81 | 100.00 |  |
| 2. | I have enough information to do my job well. | N |  | 2,898 | 8,086 | 2,329 | 1,703 | 448 | 15,464 | NA |
| % | 70.59 | 17.55 | 53.04 | 15.54 | 11.13 | 2.74 | 100.00 |  |
| 3. | I feel encouraged to come up with new and better ways of doing things. | N |  | 3,468 | 5,656 | 2,779 | 2,256 | 1,138 | 15,297 | NA |
| % | 56.24 | 20.38 | 35.86 | 19.35 | 16.07 | 8.33 | 100.00 |  |
| \*4. | My work gives me a feeling of personal accomplishment. | N |  | 4,635 | 6,603 | 2,241 | 1,325 | 695 | 15,499 | NA |
| % | 72.39 | 28.95 | 43.43 | 14.47 | 8.37 | 4.78 | 100.00 |  |
| \*5. | I like the kind of work I do. | N |  | 6,226 | 6,609 | 1,581 | 566 | 260 | 15,242 | NA |
| % | 84.71 | 41.60 | 43.12 | 10.48 | 3.18 | 1.62 | 100.00 |  |
| 6. | I know what is expected of me on the job. | N |  | 4,814 | 7,445 | 1,727 | 1,014 | 431 | 15,431 | NA |
| % | 80.19 | 31.62 | 48.57 | 10.63 | 6.50 | 2.67 | 100.00 |  |
| 7. | When needed I am willing to put in the extra effort to get a job  done. | N |  | 10,073 | 4,840 | 357 | 106 | 87 | 15,463 | NA |
| % | 96.35 | 64.79 | 31.57 | 2.25 | 0.88 | 0.52 | 100.00 |  |
| 8. | I am constantly looking for ways to do my job better. | N |  | 7,582 | 6,504 | 1,179 | 180 | 83 | 15,528 | NA |
| % | 90.29 | 48.29 | 42.00 | 7.71 | 1.42 | 0.57 | 100.00 |  |
| 9. | I have sufficient resources (for example, people, materials, budget) to get my job done. | N |  | 1,627 | 5,905 | 2,598 | 3,449 | 1,935 | 15,514 | 46 |
| % | 47.68 | 10.32 | 37.36 | 16.84 | 22.28 | 13.21 | 100.00 |  |
| \*10. | My workload is reasonable. | N |  | 1,800 | 7,504 | 2,543 | 2,363 | 1,253 | 15,463 | 26 |
| % | 62.17 | 12.06 | 50.11 | 16.38 | 14.06 | 7.39 | 100.00 |  |
| \*11. | My talents are used well in the workplace. | N |  | 2,605 | 6,402 | 2,452 | 2,086 | 1,407 | 14,952 | 68 |
| % | 60.30 | 16.59 | 43.71 | 16.51 | 13.84 | 9.35 | 100.00 |  |
| \*12. | I know how my work relates to the agency's goals and  priorities. | N |  | 4,931 | 7,921 | 1,618 | 631 | 362 | 15,463 | 48 |
| % | 82.36 | 30.26 | 52.10 | 10.81 | 4.33 | 2.51 | 100.00 |  |
| Survey Administration Period: May 4, 2015 to June 12, 2015 | |  |  |  |  |  |  |  |  | Sample or Census: Sample |
| Percentages are weighted to represent the Agency's population. | |  |  |  |  |  |  |  |  | Number of surveys completed: 15,598 |
| \* AES prescribed items | |  |  |  |  |  |  |  |  | Number of surveys administered: 29,298 |
| \*\* Unweighted count of responses excluding 'Do Not Know' and 'No Basis to Judge' | |  |  |  |  |  |  |  |  | Response Rate: 53.2% |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | | **Percent Positive** | **Strongly Agree** | **Agree** | **Neither Agree nor Disagree** | **Disagree** | **Strongly Disagree** | **Item Response Total\*\*** | **Do Not Know/ No Basis to Judge** |
| \*13. | The work I do is important. | N |  | 7,499 | 6,197 | 1,127 | 287 | 187 | 15,297 | 34 |
| % | 90.36 | 50.76 | 39.60 | 6.70 | 1.84 | 1.10 | 100.00 |  |
| \*14. | Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well. | N |  | 4,116 | 7,305 | 1,905 | 1,403 | 769 | 15,498 | 57 |
| % | 72.50 | 25.04 | 47.46 | 12.70 | 9.52 | 5.29 | 100.00 |  |
| \*15. | My performance appraisal is a fair reflection of my  performance. | N |  | 3,710 | 6,883 | 2,551 | 1,167 | 904 | 15,215 | 295 |
| % | 68.44 | 23.71 | 44.73 | 17.37 | 8.01 | 6.18 | 100.00 |  |
| 16. | I am held accountable for achieving results. | N |  | 4,632 | 8,164 | 1,806 | 522 | 294 | 15,418 | 85 |
| % | 80.78 | 28.03 | 52.75 | 12.28 | 4.49 | 2.45 | 100.00 |  |
| 17. | I can disclose a suspected violation of any law, rule or regulation without fear of reprisal. | N |  | 4,240 | 5,659 | 2,498 | 1,184 | 1,238 | 14,819 | 698 |
| % | 65.52 | 27.03 | 38.49 | 17.00 | 8.72 | 8.76 | 100.00 |  |
| \*18. | My training needs are assessed. | N |  | 2,292 | 5,971 | 3,396 | 2,269 | 1,392 | 15,320 | 184 |
| % | 55.11 | 14.76 | 40.36 | 21.80 | 14.38 | 8.71 | 100.00 |  |
| \*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 |  | 3,208 | 6,044 | 2,704 | 1,832 | 1,130 | 14,918 | 643 |
| % | 61.07 | 20.66 | 40.42 | 18.32 | 12.97 | 7.63 | 100.00 |  |
| \*20. | The people I work with cooperate to get the job done. | N |  | 4,619 | 7,550 | 1,892 | 1,124 | 382 | 15,567 | NA |
| % | 76.87 | 28.48 | 48.40 | 12.50 | 8.12 | 2.51 | 100.00 |  |
| \*21. | My work unit is able to recruit people with the right skills. | N |  | 1,474 | 5,313 | 3,626 | 2,970 | 1,667 | 15,050 | 520 |
| % | 41.39 | 8.54 | 32.85 | 24.63 | 21.27 | 12.72 | 100.00 |  |
| \*22. | Promotions in my work unit are based on merit. | N |  | 1,406 | 3,791 | 3,980 | 2,610 | 2,575 | 14,362 | 1,122 |
| % | 31.90 | 7.70 | 24.20 | 27.84 | 20.11 | 20.14 | 100.00 |  |
| \*23. | In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. | N |  | 926 | 3,241 | 4,031 | 2,974 | 2,816 | 13,988 | 1,518 |
| % | 26.95 | 5.40 | 21.55 | 27.30 | 23.53 | 22.21 | 100.00 |  |
| \*24. | In my work unit, differences in performance are recognized in a meaningful way. | N |  | 1,148 | 4,044 | 4,195 | 3,020 | 2,207 | 14,614 | 926 |
| % | 31.62 | 6.29 | 25.33 | 28.45 | 23.17 | 16.75 | 100.00 |  |
| Survey Administration Period: May 4, 2015 to June 12, 2015 | |  |  |  |  |  |  |  |  | Sample or Census: Sample |
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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** |
| 25. | Awards in my work unit depend on how well employees perform their jobs. | N |  | 1,529 | 4,548 | 3,706 | 2,302 | 2,280 | 14,365 | 1,114 |
| % | 38.76 | 8.77 | 30.00 | 26.09 | 17.91 | 17.23 | 100.00 |  |
| 26. | Employees in my work unit share job knowledge with each  other. | N |  | 4,039 | 7,899 | 1,904 | 1,031 | 613 | 15,486 | 50 |
| % | 77.92 | 24.59 | 53.33 | 11.77 | 6.67 | 3.63 | 100.00 |  |
| 27. | The skill level in my work unit has improved in the past year. | N |  | 2,574 | 5,656 | 4,303 | 1,479 | 938 | 14,950 | 585 |
| % | 52.85 | 15.96 | 36.89 | 29.38 | 10.52 | 7.25 | 100.00 |  |
|  | | | **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 |  | 6,947 | 6,365 | 1,850 | 266 | 109 | 15,537 | NA |
| % | 84.14 | 41.40 | 42.74 | 13.12 | 1.96 | 0.79 | 100.00 |  |
|  | | | **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 |  | 2,501 | 8,364 | 2,471 | 1,343 | 448 | 15,127 | 262 |
| % | 72.34 | 15.94 | 56.40 | 15.95 | 8.93 | 2.78 | 100.00 |  |
| \*30. | Employees have a feeling of personal empowerment with respect to work processes. | N |  | 1,658 | 5,677 | 3,721 | 2,675 | 1,298 | 15,029 | 348 |
| % | 47.78 | 10.08 | 37.70 | 25.37 | 18.57 | 8.28 | 100.00 |  |
| 31. | Employees are recognized for providing high quality products and services. | N |  | 1,960 | 5,673 | 3,540 | 2,455 | 1,371 | 14,999 | 328 |
| % | 46.92 | 11.42 | 35.49 | 24.11 | 18.47 | 10.50 | 100.00 |  |
| \*32. | Creativity and innovation are rewarded. | N |  | 1,614 | 4,298 | 4,286 | 2,803 | 1,762 | 14,763 | 551 |
| % | 35.77 | 9.03 | 26.74 | 29.36 | 21.62 | 13.25 | 100.00 |  |
| \*33. | Pay raises depend on how well employees perform their jobs. | N |  | 792 | 2,264 | 3,788 | 3,575 | 3,715 | 14,134 | 1,116 |
| % | 18.14 | 4.76 | 13.37 | 24.01 | 25.29 | 32.56 | 100.00 |  |
| Survey Administration Period: May 4, 2015 to June 12, 2015 | |  |  |  |  |  |  |  |  | Sample or Census: Sample |
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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** |
| 34. | Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring). | N |  | 2,619 | 5,740 | 3,816 | 951 | 934 | 14,060 | 1,285 |
| % | 56.22 | 17.63 | 38.59 | 29.23 | 7.26 | 7.29 | 100.00 |  |
| \*35. | Employees are protected from health and safety hazards on the  job. | N |  | 4,113 | 8,445 | 1,701 | 552 | 284 | 15,095 | 228 |
| % | 81.84 | 26.39 | 55.45 | 11.33 | 4.67 | 2.16 | 100.00 |  |
| \*36. | My organization has prepared employees for potential security threats. | N |  | 3,470 | 8,396 | 2,054 | 784 | 420 | 15,124 | 189 |
| % | 76.03 | 20.59 | 55.45 | 14.77 | 5.95 | 3.24 | 100.00 |  |
| 37. | Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated. | N |  | 2,810 | 5,415 | 3,057 | 1,454 | 1,593 | 14,329 | 979 |
| % | 55.77 | 17.90 | 37.88 | 21.66 | 11.06 | 11.51 | 100.00 |  |
| 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 |  | 3,935 | 5,982 | 2,310 | 733 | 912 | 13,872 | 1,413 |
| % | 70.81 | 27.33 | 43.48 | 17.03 | 5.62 | 6.54 | 100.00 |  |
| 39. | My agency is successful at accomplishing its mission. | N |  | 3,677 | 8,195 | 2,311 | 643 | 259 | 15,085 | 241 |
| % | 78.27 | 23.07 | 55.20 | 15.47 | 4.52 | 1.74 | 100.00 |  |
| 40. | I recommend my organization as a good place to work. | N |  | 4,075 | 6,405 | 2,869 | 1,400 | 605 | 15,354 | NA |
| % | 68.20 | 25.21 | 42.99 | 18.28 | 9.51 | 4.01 | 100.00 |  |
| 41. | I believe the results of this survey will be used to make my agency a better place to work. | N |  | 2,120 | 4,213 | 3,834 | 2,335 | 1,700 | 14,202 | 1,167 |
| % | 40.22 | 12.29 | 27.93 | 26.78 | 18.95 | 14.05 | 100.00 |  |
| \*42. | My supervisor supports my need to balance work and other life  issues. | N |  | 6,824 | 6,050 | 1,277 | 562 | 530 | 15,243 | 93 |
| % | 82.23 | 42.27 | 39.96 | 9.33 | 4.32 | 4.12 | 100.00 |  |
| 43. | My supervisor provides me with opportunities to demonstrate my leadership skills. | N |  | 5,009 | 5,673 | 2,365 | 1,285 | 902 | 15,234 | 80 |
| % | 67.95 | 30.63 | 37.33 | 16.19 | 9.52 | 6.34 | 100.00 |  |
| \*44. | Discussions with my supervisor about my performance are worthwhile. | N |  | 4,463 | 5,473 | 2,587 | 1,426 | 1,103 | 15,052 | 163 |
| % | 64.70 | 28.29 | 36.41 | 17.43 | 10.09 | 7.77 | 100.00 |  |
| Survey Administration Period: May 4, 2015 to June 12, 2015 | |  |  |  |  |  |  |  |  | Sample or Census: Sample |
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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 is committed to a workforce representative of all segments of society. | N |  | 4,668 | 5,308 | 2,731 | 492 | 585 | 13,784 | 1,493 |
| % | 70.07 | 31.96 | 38.11 | 20.98 | 4.08 | 4.87 | 100.00 |  |
| 46. | My supervisor provides me with constructive suggestions to improve my job performance. | N |  | 4,194 | 5,646 | 2,952 | 1,438 | 946 | 15,176 | 101 |
| % | 63.74 | 26.47 | 37.27 | 19.63 | 10.07 | 6.57 | 100.00 |  |
| \*47. | Supervisors in my work unit support employee development. | N |  | 4,456 | 5,907 | 2,505 | 1,209 | 944 | 15,021 | 278 |
| % | 67.34 | 28.42 | 38.92 | 17.05 | 8.49 | 7.12 | 100.00 |  |
| 48. | My supervisor listens to what I have to say. | N |  | 6,242 | 6,033 | 1,564 | 947 | 509 | 15,295 | NA |
| % | 79.20 | 39.75 | 39.46 | 10.57 | 6.64 | 3.59 | 100.00 |  |
| 49. | My supervisor treats me with respect. | N |  | 7,128 | 5,764 | 1,265 | 625 | 488 | 15,270 | NA |
| % | 84.33 | 45.74 | 38.59 | 8.10 | 4.26 | 3.31 | 100.00 |  |
| 50. | In the last six months, my supervisor has talked with me about my performance. | N |  | 6,072 | 6,866 | 1,126 | 836 | 368 | 15,268 | NA |
| % | 84.31 | 38.98 | 45.33 | 7.78 | 5.57 | 2.34 | 100.00 |  |
| \*51. | I have trust and confidence in my supervisor. | N |  | 5,860 | 4,903 | 2,359 | 1,172 | 983 | 15,277 | NA |
| % | 69.43 | 37.52 | 31.90 | 15.54 | 8.13 | 6.91 | 100.00 |  |
|  | | | **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? | N |  | 6,538 | 4,674 | 2,519 | 865 | 684 | 15,280 | NA |
| % | 72.35 | 41.43 | 30.92 | 16.96 | 6.02 | 4.67 | 100.00 |  |
|  | | | | | | | | | | |
| Survey Administration Period: May 4, 2015 to June 12, 2015 | |  |  |  |  |  |  |  |  | Sample or Census: Sample |
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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** |
| \*53. | In my organization, senior leaders generate high levels of motivation and commitment in the workforce. | N |  | 1,798 | 4,441 | 3,743 | 2,811 | 2,117 | 14,910 | 322 |
| % | 38.30 | 10.36 | 27.95 | 25.42 | 20.78 | 15.50 | 100.00 |  |
| 54. | My organization's senior leaders maintain high standards of honesty and integrity. | N |  | 2,511 | 5,076 | 3,416 | 1,595 | 1,604 | 14,202 | 1,014 |
| % | 50.03 | 15.26 | 34.77 | 25.18 | 12.28 | 12.51 | 100.00 |  |
| \*55. | Supervisors work well with employees of different backgrounds. | N |  | 2,846 | 6,717 | 2,893 | 886 | 809 | 14,151 | 937 |
| % | 66.37 | 18.91 | 47.46 | 21.27 | 6.49 | 5.86 | 100.00 |  |
| \*56. | Managers communicate the goals and priorities of the organization. | N |  | 2,596 | 7,073 | 2,767 | 1,481 | 1,068 | 14,985 | 184 |
| % | 61.74 | 15.43 | 46.31 | 19.33 | 10.79 | 8.14 | 100.00 |  |
| \*57. | Managers review and evaluate the organization's progress toward meeting its goals and objectives. | N |  | 2,563 | 6,720 | 3,027 | 1,075 | 805 | 14,190 | 970 |
| % | 62.54 | 16.22 | 46.32 | 22.95 | 8.26 | 6.24 | 100.00 |  |
| 58. | Managers promote communication among different work units (for example, about projects, goals, needed resources). | N |  | 2,399 | 6,012 | 3,064 | 1,915 | 1,362 | 14,752 | 451 |
| % | 54.84 | 14.89 | 39.94 | 21.36 | 13.57 | 10.23 | 100.00 |  |
| 59. | Managers support collaboration across work units to accomplish work objectives. | N |  | 2,704 | 6,408 | 2,903 | 1,531 | 1,181 | 14,727 | 448 |
| % | 60.49 | 17.11 | 43.38 | 20.39 | 10.69 | 8.43 | 100.00 |  |
|  | | | **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? | N |  | 3,807 | 4,944 | 3,134 | 1,303 | 1,234 | 14,422 | 782 |
| % | 58.19 | 24.25 | 33.94 | 22.72 | 10.13 | 8.96 | 100.00 |  |
|  | | | **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 |  | 3,078 | 4,887 | 3,556 | 1,991 | 1,492 | 15,004 | 189 |
| % | 50.38 | 18.70 | 31.68 | 25.43 | 13.68 | 10.51 | 100.00 |  |
| Survey Administration Period: May 4, 2015 to June 12, 2015 | |  |  |  |  |  |  |  |  | Sample or Census: Sample |
| Percentages are weighted to represent the Agency's population. | |  |  |  |  |  |  |  |  | Number of surveys completed: 15,598 |
| \* AES prescribed items | |  |  |  |  |  |  |  |  | Number of surveys administered: 29,298 |
| \*\* Unweighted count of responses excluding 'Do Not Know' and 'No Basis to Judge' | |  |  |  |  |  |  |  |  | Response Rate: 53.2% |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | | **Percent Positive** | **Strongly Agree** | **Agree** | **Neither Agree nor Disagree** | **Disagree** | **Strongly Disagree** | **Item Response Total\*\*** | **Do Not Know/ No Basis to Judge** |
| 62. | Senior leaders demonstrate support for Work/Life programs. | N |  | 3,045 | 5,296 | 3,352 | 1,136 | 848 | 13,677 | 1,524 |
| % | 56.70 | 19.58 | 37.12 | 26.26 | 9.73 | 7.31 | 100.00 |  |
|  | | | **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 |  | 2,437 | 6,000 | 3,309 | 2,543 | 857 | 15,146 | NA |
| % | 53.50 | 14.92 | 38.58 | 22.73 | 17.88 | 5.90 | 100.00 |  |
| \*64. | How satisfied are you with the information you receive from management on what's going on in your organization? | N |  | 2,206 | 5,841 | 3,373 | 2,699 | 1,007 | 15,126 | NA |
| % | 50.59 | 12.98 | 37.62 | 23.39 | 18.94 | 7.08 | 100.00 |  |
| \*65. | How satisfied are you with the recognition you receive for doing a good job? | N |  | 2,349 | 5,283 | 3,584 | 2,567 | 1,297 | 15,080 | NA |
| % | 47.61 | 13.84 | 33.77 | 24.21 | 18.18 | 10.00 | 100.00 |  |
| \*66. | How satisfied are you with the policies and practices of your senior leaders? | N |  | 1,711 | 4,807 | 4,500 | 2,746 | 1,345 | 15,109 | NA |
| % | 40.24 | 10.09 | 30.15 | 31.51 | 18.70 | 9.55 | 100.00 |  |
| \*67. | How satisfied are you with your opportunity to get a better job in your organization? | N |  | 1,756 | 4,112 | 4,218 | 2,876 | 2,143 | 15,105 | NA |
| % | 37.74 | 10.89 | 26.85 | 28.08 | 19.08 | 15.10 | 100.00 |  |
| \*68. | How satisfied are you with the training you receive for your present job? | N |  | 2,140 | 5,829 | 3,431 | 2,461 | 1,241 | 15,102 | NA |
| % | 53.96 | 13.72 | 40.24 | 21.60 | 16.48 | 7.96 | 100.00 |  |
| \*69. | Considering everything, how satisfied are you with your job? | N |  | 3,654 | 6,773 | 2,580 | 1,439 | 617 | 15,063 | NA |
| % | 69.62 | 23.12 | 46.49 | 17.12 | 9.38 | 3.88 | 100.00 |  |
| \*70. | Considering everything, how satisfied are you with your pay? | N |  | 2,877 | 6,288 | 2,505 | 2,316 | 1,145 | 15,131 | NA |
| % | 59.43 | 19.09 | 40.35 | 16.77 | 15.61 | 8.19 | 100.00 |  |
| 71. | Considering everything, how satisfied are you with your organization? | N |  | 2,612 | 6,475 | 3,176 | 1,966 | 900 | 15,129 | NA |
| % | 58.41 | 15.23 | 43.18 | 22.01 | 13.46 | 6.12 | 100.00 |  |
| Survey Administration Period: May 4, 2015 to June 12, 2015 | |  |  |  |  |  |  |  |  | Sample or Census: Sample |
| Percentages are weighted to represent the Agency's population. | |  |  |  |  |  |  |  |  | Number of surveys completed: 15,598 |
| \* AES prescribed items | |  |  |  |  |  |  |  |  | Number of surveys administered: 29,298 |
| \*\* Unweighted count of responses excluding 'Do Not Know' and 'No Basis to Judge' | | |  |  |  |  |  |  |  | Response Rate: 53.2% |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **72.** | **Have you been notified whether or not you are eligible to telework?** | | | | | | | | N | % |
|  | | | **Yes, I was notified that I was eligible to telework.** | | | | | | 12,239 | 60.96 |
| **Yes, I was notified that I was not eligible to telework.** | | | | | | 1,478 | 18.44 |
| **No, I was not notified of my telework eligibility.** | | | | | | 943 | 14.39 |
| **Not sure if I was notified of my telework eligibility.** | | | | | | 443 | 6.20 |
| **Total** | | | | | | 15,103 | 100.00 |
|  | | | | | | | | | | |
| **73.** | **Please select the response below that BEST describes your current teleworking situation.** | | | | | | | | N | % |
|  | | | **I telework 3 or more days per week.** | | | | | | 908 | 4.34 |
| **I telework 1 or 2 days per week.** | | | | | | 3,566 | 18.03 |
| **I telework, but no more than 1 or 2 days per month.** | | | | | | 2,267 | 10.66 |
| **I telework very infrequently, on an unscheduled or short-term basis.** | | | | | | 3,505 | 17.12 |
| **I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).** | | | | | | 1,474 | 25.61 |
| **I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.** | | | | | | 404 | 3.77 |
| **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.** | | | | | | 1,071 | 9.23 |
| **I do not telework because I choose not to telework.** | | | | | | 1,897 | 11.24 |
| **Total** | | | | | | 15,092 | 100.00 |
|  | | | | | | | | | | |
| **74.** | **Do you participate in the following Work/Life programs? Alternative Work Schedules (AWS)** | | | | | | | | N | % |
|  | | | **Yes** | | | | | | 9,604 | 58.68 |
| **No** | | | | | | 4,453 | 30.72 |
| **Not available to me** | | | | | | 998 | 10.61 |
| **Total** | | | | | | 15,055 | 100.00 |
| Survey Administration Period: May 4, 2015 to June 12, 2015 | |  |  |  |  |  |  |  |  | Sample or Census: Sample |
| Percentages are weighted to represent the Agency's population. | |  |  |  |  |  |  |  |  | Number of surveys completed: 15,598 |
|  |  |  |  |  |  |  |  |  |  | Number of surveys administered: 29,298 |
|  |  |  |  |  |  |  |  |  |  | Response Rate: 53.2% |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **75.** | **Do you participate in the following Work/Life programs? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)** | | | | | | | | N | % |
|  | | | **Yes** | | | | | | 3,127 | 17.94 |
| **No** | | | | | | 9,553 | 63.35 |
| **Not available to me** | | | | | | 2,337 | 18.71 |
| **Total** | | | | | | 15,017 | 100.00 |
|  | | | | | | | | | | |
| **76.** | **Do you participate in the following Work/Life programs? Employee Assistance Program (EAP)** | | | | | | | | N | % |
|  | | | **Yes** | | | | | | 2,215 | 14.42 |
| **No** | | | | | | 12,200 | 81.72 |
| **Not available to me** | | | | | | 441 | 3.86 |
| **Total** | | | | | | 14,856 | 100.00 |
|  | | | | | | | | | | |
| **77.** | **Do you participate in the following Work/Life programs? Child Care Programs (for example, daycare, parenting classes, parenting support groups)** | | | | | | | | N | % |
|  | | | **Yes** | | | | | | 441 | 3.15 |
| **No** | | | | | | 12,275 | 77.89 |
| **Not available to me** | | | | | | 2,331 | 18.96 |
| **Total** | | | | | | 15,047 | 100.00 |
|  | | | | | | | | | | |
| **78.** | **Do you participate in the following Work/Life programs? Elder Care Programs (for example, support groups, speakers)** | | | | | | | | N | % |
|  | | | **Yes** | | | | | | 339 | 1.73 |
| **No** | | | | | | 12,447 | 80.07 |
| **Not available to me** | | | | | | 2,302 | 18.20 |
| **Total** | | | | | | 15,088 | 100.00 |
|  | | | | | | | | | | |
| Survey Administration Period: May 4, 2015 to June 12, 2015 | |  |  |  |  |  |  |  |  | Sample or Census: Sample |
| Percentages are weighted to represent the Agency's population. | |  |  |  |  |  |  |  |  | Number of surveys completed: 15,598 |
|  |  |  |  |  |  |  |  |  |  | Number of surveys administered: 29,298 |
|  |  |  |  |  |  |  |  |  |  | Response Rate: 53.2% |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | | **Percent Positive** | **Very  Satisfied** | **Satisfied** | **Neither Satisfied nor Dissatisfied** | **Dissatisfied** | **Very Dissatisfied** | **Item Response Total\*\*** | **Do Not Know/ No Basis to Judge** |
| 79. | How satisfied are you with the following Work/Life programs in your agency? Telework | N |  | 3,951 | 4,066 | 1,196 | 638 | 259 | 10,110 | 156 |
| % | 78.56 | 38.58 | 39.97 | 12.12 | 6.57 | 2.75 | 100.00 |  |
| 80. | How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS) | N |  | 4,801 | 3,891 | 526 | 237 | 77 | 9,532 | 78 |
| % | 89.38 | 47.64 | 41.73 | 6.62 | 3.03 | 0.98 | 100.00 |  |
| 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) | N |  | 995 | 1,492 | 441 | 73 | 13 | 3,014 | 217 |
| % | 80.31 | 29.68 | 50.63 | 16.69 | 2.46 | 0.54 | 100.00 |  |
| 82. | How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP) | N |  | 654 | 1,042 | 379 | 36 | 22 | 2,133 | 350 |
| % | 80.03 | 29.65 | 50.38 | 16.83 | 2.01 | 1.14 | 100.00 |  |
| 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) | N |  | 131 | 138 | 89 | 6 | 3 | 367 | 170 |
| % | 74.58 | 35.15 | 39.42 | 22.07 | 2.56 | 0.79 | 100.00 |  |
| 84. | How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers) | N |  | 78 | 116 | 72 | 6 | 0 | 272 | 121 |
| % | 73.26 | 29.91 | 43.36 | 24.77 | 1.97 | 0.00 | 100.00 |  |
|  | | | | | | | | | | |
| Survey Administration Period: May 4, 2015 to June 12, 2015 | |  |  |  |  |  |  |  |  | Sample or Census: Sample |
| The work/life satisfaction results only include employees who indicated that they participated in the program. | | | |  |  |  |  |  |  | Number of surveys completed: 15,598 |
| Percentages are weighted to represent the Agency's population. | |  |  |  |  |  |  |  |  | Number of surveys administered: 29,298 |
| \*\* Unweighted count of responses excluding 'Do Not Know' and 'No Basis to Judge' | | |  |  |  |  |  |  |  | Response Rate: 53.2% |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Where do you work?** | | | | | | | | | N | % |
|  | | | **Headquarters** | | | | | | 4,622 | 30.76 |
| **Field** | | | | | | 10,404 | 69.24 |
| **Total** | | | | | | 15,026 | 100.00 |
|  | | | | | | | | | | |
| **\*What is your supervisory status?** | | | | | | | | | N | % |
|  | | | **Non-Supervisor** | | | | | | 10,429 | 69.25 |
| **Team Leader** | | | | | | 1,823 | 12.10 |
| **Supervisor** | | | | | | 1,580 | 10.49 |
| **Manager** | | | | | | 952 | 6.32 |
| **Senior Leader** | | | | | | 276 | 1.83 |
| **Total** | | | | | | 15,060 | 100.00 |
|  | | | | | | | | | | |
| **\*Are you:** | | | | | | | | | N | % |
|  | | | **Male** | | | | | | 9,807 | 66.08 |
| **Female** | | | | | | 5,035 | 33.92 |
| **Total** | | | | | | 14,842 | 100.00 |
|  | | | | | | | | | | |
| **\*Are you Hispanic or Latino?** | | | | | | | | | N | % |
|  | | | **Yes** | | | | | | 1,093 | 7.45 |
| **No** | | | | | | 13,575 | 92.55 |
| **Total** | | | | | | 14,668 | 100.00 |
|  | | | | | | | | | | |
| Survey Administration Period: May 4, 2015 to June 12, 2015 | |  |  |  |  |  |  |  |  | Sample or Census: Sample |
| Percentages for demographic questions are unweighted. | |  |  |  |  |  |  |  |  | Number of surveys completed: 15,598 |
| \* AES prescribed items | |  |  |  |  |  |  |  |  | Number of surveys administered: 29,298 |
|  |  |  |  |  |  |  |  |  |  | Response Rate: 53.2% |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **\*Please select the racial category or categories with which you most closely identify.** | | | | | | | | | N | % |
|  | | | **American Indian or Alaska Native** | | | | | | 183 | 1.29 |
| **Asian** | | | | | | 597 | 4.20 |
| **Black or African American** | | | | | | 1,806 | 12.71 |
| **Native Hawaiian or Other Pacific Islander** | | | | | | 80 | 0.56 |
| **White** | | | | | | 10,973 | 77.25 |
| **Two or more races** | | | | | | 565 | 3.98 |
| **Total** | | | | | | 14,204 | 100.00 |
|  | | | | | | | | | | |
| **What is the highest degree or level of education you have completed?** | | | | | | | | | N | % |
|  | | | **Less than High School** | | | | | | 14 | 0.09 |
| **High School Diploma/GED or equivalent** | | | | | | 537 | 3.60 |
| **Trade or Technical Certificate** | | | | | | 496 | 3.33 |
| **Some College (no degree)** | | | | | | 2,552 | 17.13 |
| **Associate's Degree (e.g., AA, AS)** | | | | | | 1,514 | 10.16 |
| **Bachelor's Degree (e.g., BA, BS)** | | | | | | 5,657 | 37.96 |
| **Master's Degree (e.g., MA, MS, MBA)** | | | | | | 3,398 | 22.80 |
| **Doctoral/Professional Degree (e.g., Ph.D., MD, JD)** | | | | | | 733 | 4.92 |
| **Total** | | | | | | 14,901 | 100.00 |
|  | | | | | | | | | | |
| Survey Administration Period: May 4, 2015 to June 12, 2015 | |  |  |  |  |  |  |  |  | Sample or Census: Sample |
| Percentages for demographic questions are unweighted. | |  |  |  |  |  |  |  |  | Number of surveys completed: 15,598 |
| \* AES prescribed items | |  |  |  |  |  |  |  |  | Number of surveys administered: 29,298 |
|  |  |  |  |  |  |  |  |  |  | Response Rate: 53.2% |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **What is your pay category/grade?** | | | | | | | | | N | % |
|  | | | **Federal Wage System** | | | | | | 621 | 4.17 |
| **GS 1-6** | | | | | | 260 | 1.75 |
| **GS 7-12** | | | | | | 2,822 | 18.94 |
| **GS 13-15** | | | | | | 8,186 | 54.95 |
| **Senior Executive Service** | | | | | | 267 | 1.79 |
| **Senior Level (SL) or Scientific or Professional (ST)** | | | | | | 47 | 0.32 |
| **Other** | | | | | | 2,694 | 18.08 |
| **Total** | | | | | | 14,897 | 100.00 |
|  | | | | | | | | | | |
| **How long have you been with the Federal Government (excluding military service)?** | | | | | | | | | N | % |
|  | | | **Less than 1 year** | | | | | | 311 | 2.08 |
| **1 to 3 years** | | | | | | 984 | 6.59 |
| **4 to 5 years** | | | | | | 1,370 | 9.17 |
| **6 to 10 years** | | | | | | 3,247 | 21.73 |
| **11 to 14 years** | | | | | | 2,056 | 13.76 |
| **15 to 20 years** | | | | | | 1,979 | 13.25 |
| **More than 20 years** | | | | | | 4,993 | 33.42 |
| **Total** | | | | | | 14,940 | 100.00 |
|  | | | | | | | | | | |
| Survey Administration Period: May 4, 2015 to June 12, 2015 | |  |  |  |  |  |  |  |  | Sample or Census: Sample |
| Percentages for demographic questions are unweighted. | |  |  |  |  |  |  |  |  | Number of surveys completed: 15,598 |
|  |  |  |  |  |  |  |  |  |  | Number of surveys administered: 29,298 |
|  |  |  |  |  |  |  |  |  |  | Response Rate: 53.2% |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?** | | | | | | | | | N | % |
|  | | | **Less than 1 year** | | | | | | 609 | 4.08 |
| **1 to 3 years** | | | | | | 1,528 | 10.24 |
| **4 to 5 years** | | | | | | 1,625 | 10.89 |
| **6 to 10 years** | | | | | | 3,550 | 23.78 |
| **11 to 20 years** | | | | | | 4,035 | 27.03 |
| **More than 20 years** | | | | | | 3,581 | 23.99 |
| **Total** | | | | | | 14,928 | 100.00 |
|  | | | | | | | | | | |
| **Are you considering leaving your organization within the next year, and if so, why?** | | | | | | | | | N | % |
|  | | | **No** | | | | | | 10,412 | 69.75 |
| **Yes, to retire** | | | | | | 950 | 6.36 |
| **Yes, to take another job within the Federal Government** | | | | | | 2,363 | 15.83 |
| **Yes, to take another job outside the Federal Government** | | | | | | 595 | 3.99 |
| **Yes, other** | | | | | | 607 | 4.07 |
| **Total** | | | | | | 14,927 | 100.00 |
|  | | | | | | | | | | |
| **I am planning to retire:** | | | | | | | | | N | % |
|  | | | **Within one year** | | | | | | 589 | 3.97 |
| **Between one and three years** | | | | | | 1,627 | 10.96 |
| **Between three and five years** | | | | | | 1,787 | 12.04 |
| **Five or more years** | | | | | | 10,839 | 73.03 |
| **Total** | | | | | | 14,842 | 100.00 |
|  | | | | | | | | | | |
| Survey Administration Period: May 4, 2015 to June 12, 2015 | |  |  |  |  |  |  |  |  | Sample or Census: Sample |
| Percentages for demographic questions are unweighted. | |  |  |  |  |  |  |  |  | Number of surveys completed: 15,598 |
|  |  |  |  |  |  |  |  |  |  | Number of surveys administered: 29,298 |
|  |  |  |  |  |  |  |  |  |  | Response Rate: 53.2% |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Self-Identify as:** | | | | | | | | | N | % |
|  | | | **Heterosexual or Straight** | | | | | | 11,996 | 84.61 |
| **Gay, Lesbian, Bisexual, or Transgender** | | | | | | 354 | 2.50 |
| **I prefer not to say** | | | | | | 1,828 | 12.89 |
| **Total** | | | | | | 14,178 | 100.00 |
|  | | | | | | | | | | |
| **What is your US military service status?** | | | | | | | | | N | % |
|  | | | **No Prior Military Service** | | | | | | 9,513 | 64.50 |
| **Currently in National Guard or Reserves** | | | | | | 214 | 1.45 |
| **Retired** | | | | | | 1,856 | 12.58 |
| **Separated or Discharged** | | | | | | 3,165 | 21.46 |
| **Total** | | | | | | 14,748 | 100.00 |
|  | | | | | | | | | | |
| **Are you an individual with a disability?** | | | | | | | | | N | % |
|  | | | **Yes** | | | | | | 1,975 | 13.36 |
| **No** | | | | | | 12,808 | 86.64 |
| **Total** | | | | | | 14,783 | 100.00 |
|  | | | | | | | | | | |
| **What is your age group?** | | | | | | | | | N | % |
|  | | | **25 and under** | | | | | | 57 | 0.37 |
| **26-29** | | | | | | 333 | 2.13 |
| **30-39** | | | | | | 1,978 | 12.68 |
| **40-49** | | | | | | 3,844 | 24.64 |
| **50-59** | | | | | | 6,408 | 41.08 |
| **60 or older** | | | | | | 2,978 | 19.09 |
| **Total** | | | | | | 15,598 | 100.00 |
| Survey Administration Period: May 4, 2015 to June 12, 2015 | |  |  |  |  |  |  |  |  | Sample or Census: Sample |
| Percentages for demographic questions are unweighted. | |  |  |  |  |  |  |  |  | Number of surveys completed: 15,598 |
|  |  |  |  |  |  |  |  |  |  | Number of surveys administered: 29,298 |
|  |  |  |  |  |  |  |  |  |  | Response Rate: 53.2% |