**U.S. Merit Systems Protection Board 2018 Annual Employee Survey Results**

**1. Interpretation of results:** Despite a lack of quorum for over 21 months, the 2018 FEVS results indicate that MSPB employees continue to report being willing to put in extra work to get the job done, to believe in the importance of the work that they do, and understand their role in accomplishing the agency's goals and priorities. Many of the five highest positive ratings in 2018 are related directly or indirectly to an employee's commitment to the agency's mission. The questions with the highest positive responses involved (1) when needed I am willing to put in the extra effort to get a job done, (2) the work I do is important, (3) I know how my work relates to the agency's goals and priorities, (4) I am constantly looking for ways to do my job better, and (5) the quality of work done by my work unit.

The highest percent negative ratings were related to (1) rewarding creativity, (2) senior leaders generating high levels of motivation and commitment, (3) dealing with poor performers in my work unit, (4) managers promoting communication among different work units, and (5) opportunity to get a better job in the agency.

Comparing percent positive responses in 2018 to those in 2017, the largest increase was 5 percent for two questions involving reasonable workload and senior leaders demonstrating support for work/life programs. The largest decreases were for questions about managers promoting communication among different work units, and satisfaction with information received about what is going on in the agency.

**2. How the survey was conducted:** The web-based 2018 FEVS was administered May 8, 2018 to June 19, 2018. An invitation to participate in the survey was sent via email to all survey participants.

**3. Description of sample:** All of MSPB's permanent career civil service employees onboard as of October 2017 were invited to participate in the survey. (Political and temporary appointees were not included in the sample.)

**4. Number of employees surveyed, number responded, and representativeness of respondents:** The survey was distributed to 197 MSPB employees and 135 employees participated, yielding an overall response rate of 69 percent. Due to MSPB's small size, MSPB does not link results to demographic characteristics.

**5. The survey items and responses provided to MSPB by OPM are attached.**

| Item # | Item Text | Percent Positive % | Strongly Agree/ Very Good/ Very Satisfied % | Agree/ Good/ Satisfied % | Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied % | Disagree/ Poor/ Dissatisfied % | Strongly Disagree/ Very Poor/ Very Dissatisfied % | Percent Negative % | Strongly Agree/ Very Good/ Very Satisfied N | Agree/ Good/ Satisfied N | Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied N | Disagree/ Poor/ Dissatisfied N | Strongly Disagree/ Very Poor/ Very Dissatisfied N | Item Response Total** N | Do Not Know/ No Basis to Judge N |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | *I am given a real opportunity to improve my skills in my organization. | 70.8% | 30.7% | 40.1% | 13.6% | 14.3% | 1.4% | 15.6% | 43 | 53 | 18 | 18 | 2 | 134 | N/A |
| 2 | I have enough information to do my job well. | 84.3% | 33.5% | 50.8% | 10.2% | 4.8% | 0.7% | 5.5% | 47 | 66 | 13 | 7 | 1 | 134 | N/A |
| 3 | I feel encouraged to come up with new and better ways of doing things. | 51.9% | 21.5% | 30.3% | 20.0% | 22.1% | 6.1% | 28.2% | 30 | 41 | 26 | 29 | 8 | 134 | N/A |
| 4 | My work gives me a feeling of personal accomplishment. | 74.5% | 37.8% | 36.7% | 12.8% | 9.0% | 3.7% | 12.8% | 53 | 49 | 16 | 12 | 5 | 135 | N/A |
| 5 | I like the kind of work I do. | 83.4% | 46.7% | 36.7% | 9.1% | 6.8% | 0.7% | 7.5% | 64 | 48 | 13 | 9 | 1 | 135 | N/A |
| 6 | I know what is expected of me on the job. | 76.0% | 40.9% | 35.1% | 12.4% | 8.8% | 2.7% | 11.6% | 57 | 47 | 16 | 11 | 4 | 135 | N/A |
| 7 | When needed I am willing to put in the extra effort to get a job done. | 96.9% | 73.3% | 23.6% | 0.7% | 2.4% | 0.0% | 2.4% | 99 | 32 | 1 | 3 | 0 | 135 | N/A |
| 8 | I am constantly looking for ways to do my job better. | 89.4% | 56.4% | 33.0% | 6.8% | 3.1% | 0.7% | 3.8% | 75 | 45 | 9 | 4 | 1 | 134 | N/A |
| 9 | I have sufficient resources (for example, people, materials, budget) to get my job done. | 64.2% | 15.7% | 48.5% | 14.9% | 15.8% | 5.1% | 21.0% | 23 | 64 | 19 | 21 | 7 | 134 | 1 |
| 10 | *My workload is reasonable. | 72.0% | 14.9% | 57.1% | 10.5% | 13.9% | 3.7% | 17.6% | 21 | 76 | 14 | 18 | 5 | 134 | 1 |
| 11 | *My talents are used well in the workplace. | 66.3% | 24.1% | 42.3% | 12.2% | 16.7% | 4.8% | 21.5% | 33 | 57 | 16 | 21 | 6 | 133 | 1 |
| 12 | *I know how my work relates to the agency's goals. | 90.0% | 48.4% | 41.6% | 4.8% | 3.1% | 2.1% | 5.3% | 67 | 53 | 7 | 4 | 3 | 134 | 1 |
| 13 | The work I do is important. | 94.1% | 55.4% | 38.7% | 3.8% | 1.3% | 0.7% | 2.1% | 75 | 51 | 5 | 2 | 1 | 134 | 1 |
| 14 | Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well. | 83.7% | 45.4% | 38.3% | 6.9% | 7.7% | 1.7% | 9.4% | 62 | 49 | 9 | 11 | 2 | 133 | 2 |
| 15 | My performance appraisal is a fair reflection of my performance. | 74.9% | 35.1% | 39.8% | 12.4% | 7.8% | 4.8% | 12.7% | 49 | 52 | 16 | 9 | 6 | 132 | 3 |
| 16 | I am held accountable for achieving results. | 87.7% | 43.3% | 44.4% | 8.4% | 2.2% | 1.8% | 3.9% | 58 | 58 | 10 | 3 | 2 | 131 | 3 |
| 17 | *I can disclose a suspected violation of any law, rule or regulation without fear of reprisal. | 57.3% | 32.5% | 24.9% | 15.3% | 9.7% | 17.6% | 27.3% | 43 | 31 | 19 | 13 | 21 | 127 | 8 |
| 18 | My training needs are assessed. | 49.5% | 21.0% | 28.5% | 27.6% | 16.8% | 6.1% | 22.9% | 29 | 38 | 34 | 22 | 8 | 131 | 3 |

* Annual Employee Survey prescribed items as of 2017 (5 C.F.R. Part 250, Subpart C).
**Unweighted count of responses exclude 'Do not know' and 'No basis to judge'.

| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 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). | 73.9% | 36.1% | 37.8% | 5.2% | 15.1% | 5.8% | 20.9% | 50 | 50 | 7 | 19 | 8 | 134 | 1 |
| 20 | *The people I work with cooperate to get the job done. | 75.6% | 29.9% | 45.7% | 10.9% | 10.4% | 3.1% | 13.5% | 42 | 61 | 14 | 14 | 4 | 135 | N/A |
| 21 | My work unit is able to recruit people with the right skills. | 64.2% | 23.5% | 40.7% | 17.6% | 11.4% | 6.8% | 18.2% | 32 | 57 | 22 | 14 | 9 | 134 | 1 |
| 22 | Promotions in my work unit are based on merit. | 49.6% | 24.8% | 24.8% | 25.8% | 14.2% | 10.4% | 24.6% | 30 | 28 | 29 | 15 | 12 | 114 | 20 |
| 23 | In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. | 35.2% | 13.0% | 22.2% | 31.2% | 21.7% | 11.9% | 33.5% | 15 | 25 | 35 | 25 | 12 | 112 | 21 |
| 24 | *In my work unit, differences in performance are recognized in a meaningful way. | 44.5% | 14.4% | 30.1% | 23.5% | 22.3% | 9.7% | 32.1% | 18 | 37 | 28 | 27 | 11 | 121 | 14 |
| 25 | Awards in my work unit depend on how well employees perform their jobs. | 54.4% | 19.4% | 35.0% | 22.4% | 11.9% | 11.3% | 23.2% | 26 | 46 | 29 | 15 | 14 | 130 | 5 |
| 26 | Employees in my work unit share job knowledge with each other. | 81.2% | 39.3% | 41.9% | 8.7% | 5.0% | 5.0% | 10.1% | 54 | 57 | 11 | 7 | 6 | 135 | 0 |
| 27 | The skill level in my work unit has improved in the past year. | 55.0% | 22.5% | 32.5% | 30.3% | 10.8% | 3.9% | 14.7% | 30 | 43 | 38 | 14 | 5 | 130 | 5 |
| 28 | How would you rate the overall quality of work done by your work unit? | 87.9% | 42.9% | 44.9% | 9.8% | 2.4% | 0.0% | 2.4% | 61 | 59 | 12 | 3 | 0 | 135 | N/A |
| 29 | *My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals. | 87.2% | 40.4% | 46.9% | 8.8% | 3.0% | 1.0% | 4.0% | 57 | 62 | 11 | 4 | 1 | 135 | 0 |
| 30 | Employees have a feeling of personal empowerment with respect to work processes. | 49.1% | 15.8% | 33.3% | 28.1% | 15.1% | 7.8% | 22.8% | 22 | 44 | 34 | 20 | 9 | 129 | 3 |
| 31 | Employees are recognized for providing high quality products and services. | 57.0% | 20.3% | 36.7% | 17.4% | 18.9% | 6.6% | 25.5% | 28 | 49 | 22 | 24 | 8 | 131 | 2 |
| 32 | Creativity and innovation are rewarded. | 34.8% | 14.8% | 20.0% | 31.3% | 21.4% | 12.4% | 33.9% | 21 | 27 | 40 | 28 | 16 | 132 | 1 |
| 33 | Pay raises depend on how well employees perform their jobs. | 36.3% | 13.7% | 22.6% | 31.2% | 18.5% | 13.9% | 32.4% | 18 | 28 | 37 | 22 | 16 | 121 | 10 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 34 | Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring). | 64.0% | 30.0% | 34.1% | 19.8% | 9.8% | 6.4% | 16.2% | 40 | 45 | 24 | 11 | 7 | 127 | 6 |
| 35 | Employees are protected from health and safety hazards on the job. | 79.0% | 33.6% | 45.5% | 14.5% | 4.7% | 1.8% | 6.5% | 45 | 57 | 19 | 6 | 2 | 129 | 4 |
| 36 | My organization has prepared employees for potential security threats. | 86.0% | 39.1% | 46.9% | 7.0% | 4.9% | 2.1% | 7.0% | 52 | 63 | 8 | 6 | 2 | 131 | 1 |
| 37 | Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated. | 56.1% | 28.0% | 28.0% | 16.4% | 12.1% | 15.5% | 27.6% | 37 | 35 | 20 | 14 | 19 | 125 | 8 |
| 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. | 61.3% | 31.9% | 29.4% | 17.0% | 8.3% | 13.3% | 21.6% | 42 | 36 | 20 | 10 | 15 | 123 | 9 |
| 39 | My agency is successful at accomplishing its mission. | 77.0% | 33.1% | 43.9% | 14.4% | 5.0% | 3.6% | 8.6% | 44 | 55 | 18 | 6 | 4 | 127 | 5 |
| 40 | *I recommend my organization as a good place to work. | 65.9% | 32.6% | 33.2% | 14.5% | 11.8% | 7.9% | 19.6% | 45 | 45 | 18 | 16 | 9 | 133 | N/A |
| 41 | *I believe the results of this survey will be used to make my agency a better place to work. | 44.6% | 20.3% | 24.3% | 25.9% | 13.0% | 16.5% | 29.5% | 26 | 30 | 31 | 15 | 20 | 122 | 11 |
| 42 | My supervisor supports my need to balance work and other life issues. | 85.1% | 47.4% | 37.7% | 6.6% | 6.9% | 1.4% | 8.3% | 65 | 47 | 9 | 8 | 2 | 131 | 1 |
| 43 | My supervisor provides me with opportunities to demonstrate my leadership skills. | 67.2% | 31.1% | 36.1% | 13.4% | 11.3% | 8.2% | 19.4% | 42 | 47 | 17 | 14 | 10 | 130 | 2 |
| 44 | Discussions with my supervisor about my performance are worthwhile. | 58.8% | 31.8% | 27.0% | 20.7% | 9.1% | 11.4% | 20.5% | 45 | 35 | 27 | 12 | 14 | 133 | 0 |
| 45 | My supervisor is committed to a workforce representative of all segments of society. | 63.7% | 32.3% | 31.4% | 22.0% | 5.7% | 8.6% | 14.3% | 44 | 41 | 26 | 7 | 10 | 128 | 5 |
| 46 | My supervisor provides me with constructive suggestions to improve my job performance. | 62.3% | 29.8% | 32.5% | 15.0% | 12.9% | 9.7% | 22.6% | 43 | 42 | 19 | 17 | 12 | 133 | 0 |
| 47 | Supervisors in my work unit support employee development. | 66.8% | 31.4% | 35.4% | 18.6% | 9.7% | 4.8% | 14.6% | 44 | 46 | 24 | 12 | 6 | 132 | 1 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 48 | My supervisor listens to what I have to say. | 77.0% | 42.4% | 34.6% | 7.4% | 6.3% | 9.3% | 15.5% | 59 | 45 | 10 | 8 | 11 | 133 | N/A |
| 49 | My supervisor treats me with respect. | 80.5% | 50.3% | 30.2% | 9.4% | 4.2% | 5.9% | 10.1% | 69 | 39 | 12 | 5 | 7 | 132 | N/A |
| 50 | In the last six months, my supervisor has talked with me about my performance. | 75.7% | 41.8% | 33.9% | 7.1% | 11.4% | 5.8% | 17.2% | 59 | 44 | 9 | 14 | 7 | 133 | N/A |
| 51 | I have trust and confidence in my supervisor. | 62.1% | 35.7% | 26.4% | 18.2% | 9.7% | 10.0% | 19.7% | 50 | 35 | 23 | 12 | 12 | 132 | N/A |
| 52 | Overall, how good a job do you feel is being done by your immediate supervisor? | 70.1% | 42.3% | 27.8% | 17.8% | 4.9% | 7.2% | 12.1% | 59 | 36 | 23 | 6 | 9 | 133 | N/A |
| 53 | In my organization, senior leaders generate high levels of motivation and commitment in the workforce. | 37.3% | 11.6% | 25.7% | 29.2% | 15.0% | 18.6% | 33.6% | 16 | 34 | 37 | 19 | 23 | 129 | 4 |
| 54 | My organization's senior leaders maintain high standards of honesty and integrity. | 53.8% | 18.1% | 35.7% | 24.8% | 3.4% | 18.1% | 21.4% | 24 | 45 | 30 | 4 | 21 | 124 | 8 |
| 55 | Supervisors work well with employees of different backgrounds. | 59.7% | 20.6% | 39.1% | 21.0% | 6.6% | 12.7% | 19.3% | 26 | 46 | 25 | 8 | 13 | 118 | 13 |
| 56 | *Managers communicate the goals of the organization. | 60.7% | 17.7% | 42.9% | 23.8% | 4.9% | 10.6% | 15.5% | 25 | 56 | 30 | 7 | 13 | 131 | 1 |
| 57 | Managers review and evaluate the organization's progress toward meeting its goals and objectives. | 60.9% | 18.5% | 42.4% | 26.8% | 4.7% | 7.7% | 12.3% | 24 | 51 | 31 | 6 | 8 | 120 | 12 |
| 58 | Managers promote communication among different work units (for example, about projects, goals, needed resources). | 40.6% | 12.2% | 28.4% | 26.3% | 18.2% | 14.9% | 33.1% | 17 | 37 | 32 | 23 | 18 | 127 | 6 |
| 59 | Managers support collaboration across work units to accomplish work objectives. | 43.9% | 13.5% | 30.4% | 28.1% | 12.9% | 15.2% | 28.1% | 18 | 39 | 34 | 16 | 18 | 125 | 7 |
| 60 | Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor? | 63.1% | 28.8% | 34.4% | 21.4% | 7.8% | 7.6% | 15.5% | 38 | 42 | 28 | 10 | 10 | 128 | 5 |
| 61 | I have a high level of respect for my organization's senior leaders. | 54.4% | 21.4% | 33.0% | 24.3% | 11.8% | 9.5% | 21.3% | 30 | 42 | 33 | 15 | 12 | 132 | 1 |
| 62 | Senior leaders demonstrate support for Work/Life programs. | 69.0% | 26.2% | 42.8% | 23.8% | 5.6% | 1.5% | 7.2% | 33 | 51 | 28 | 7 | 2 | 121 | 12 |
| 63 | *How satisfied are you with your involvement in decisions that affect your work? | 54.6% | 17.6% | 37.0% | 16.9% | 22.5% | 5.9% | 28.4% | 25 | 49 | 22 | 28 | 7 | 131 | N/A |

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**Unweighted count of responses exclude 'Do not know' and 'No basis to judge'.

| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 64 | *How satisfied are you with the information you receive from management on what's going on in your organization? | 47.2% | 16.1% | 31.0% | 26.7% | 15.8% | 10.3% | 26.2% | 23 | 40 | 33 | 20 | 14 | 130 | N/A |
| 65 | *How satisfied are you with the recognition you receive for doing a good job? | 55.3% | 22.6% | 32.7% | 27.9% | 8.1% | 8.8% | 16.8% | 32 | 43 | 34 | 11 | 11 | 131 | N/A |
| 66 | How satisfied are you with the policies and practices of your senior leaders? | 44.2% | 18.0% | 26.2% | 31.4% | 13.8% | 10.6% | 24.4% | 26 | 34 | 39 | 18 | 14 | 131 | N/A |
| 67 | How satisfied are you with your opportunity to get a better job in your organization? | 27.9% | 12.1% | 15.8% | 39.1% | 20.0% | 13.0% | 33.0% | 17 | 21 | 51 | 26 | 16 | 131 | N/A |
| 68 | How satisfied are you with the training you receive for your present job? | 57.1% | 23.0% | 34.0% | 27.3% | 12.5% | 3.2% | 15.7% | 32 | 46 | 34 | 15 | 4 | 131 | N/A |
| 69 | *Considering everything, how satisfied are you with your job? | 68.4% | 28.5% | 40.0% | 13.7% | 14.0% | 3.9% | 17.9% | 39 | 52 | 18 | 17 | 5 | 131 | N/A |
| 70 | Considering everything, how satisfied are you with your pay? | 67.1% | 17.2% | 49.9% | 12.9% | 16.8% | 3.2% | 19.9% | 24 | 66 | 16 | 21 | 4 | 131 | N/A |
| 71 | *Considering everything, how satisfied are you with your organization? | 65.7% | 21.7% | 44.0% | 16.1% | 13.6% | 4.6% | 18.2% | 30 | 57 | 20 | 17 | 6 | 130 | N/A |

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**Unweighted count of responses exclude 'Do not know' and 'No basis to judge'.

| *72. Please select the response below that BEST describes your current teleworking schedule.* | N | % |
|---|---|---|
| I telework very infrequently, on an unscheduled or short-term basis | 15 | 11.0% |
| I telework, but only about 1 or 2 days per month | 12 | 9.5% |
| I telework 1 or 2 days per week | 51 | 39.0% |
| I telework 3 or 4 days per week | 31 | 23.1% |
| I telework every work day | 0 | 0.0% |
| I do not telework because I have to be physically present on the job | 3 | 2.8% |
| I do not telework because of technical issues that prevent me from teleworking | 0 | 0.0% |
| 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 | 10 | 7.6% |
| I do not telework because I choose not to telework | 9 | 6.9% |
| Total | 131 | 100.0% |

| *73. How satisfied are you with the following Work/Life programs in your agency? Telework* | N | Satisfaction % | All Response Options % |
|---|---|---|---|
| Very Satisfied | 57 | 48.3% | 43.8% |
| Satisfied | 44 | 39.2% | 33.8% |
| Neither Satisfied nor Dissatisfied | 8 | 7.8% | 6.2% |
| Dissatisfied | 4 | 3.1% | 3.1% |
| Very Dissatisfied | 2 | 1.6% | 1.5% |
| Item Response Total | 115 | 100.0% | 88.5% |
| I choose not to participate in these programs | 3 | -- | 2.3% |
| These programs are not available to me | 11 | -- | 8.5% |
| I am unaware of these programs | 1 | -- | 0.8% |
| Total | 130 | 100.0% | 100.0% |

| *74. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules* | N | Satisfaction % | All Response Options % |
|---|---|---|---|
| Very Satisfied | 56 | 53.1% | 43.4% |
| Satisfied | 37 | 36.0% | 28.7% |
| Neither Satisfied nor Dissatisfied | 10 | 10.9% | 7.8% |
| Dissatisfied | 0 | 0.0% | 0.0% |
| Very Dissatisfied | 0 | 0.0% | 0.0% |
| Item Response Total | 103 | 100.0% | 79.8% |
| I choose not to participate in these programs | 17 | -- | 13.2% |
| These programs are not available to me | 6 | -- | 4.7% |
| I am unaware of these programs | 3 | -- | 2.3% |
| Total | 129 | 100.0% | 100.0% |

| *75. How satisfied are you with the following Work/Life programs in your agency? Health and Wellness Programs* | N | Satisfaction % | All Response Options % |
|---|---|---|---|
| Very Satisfied | 31 | 27.6% | 23.8% |
| Satisfied | 54 | 48.9% | 41.5% |
| Neither Satisfied nor Dissatisfied | 19 | 17.7% | 14.6% |
| Dissatisfied | 6 | 5.0% | 4.6% |
| Very Dissatisfied | 1 | 0.8% | 0.8% |
| Item Response Total | 111 | 100.0% | 85.4% |
| I choose not to participate in these programs | 10 | -- | 7.7% |
| These programs are not available to me | 5 | -- | 3.8% |
| I am unaware of these programs | 4 | -- | 3.1% |
| Total | 130 | 100.0% | 100.0% |

| *76. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program* | N | Satisfaction % | All Response Options % |
|---|---|---|---|
| Very Satisfied | 16 | 23.3% | 12.2% |
| Satisfied | 21 | 30.3% | 16.0% |
| Neither Satisfied nor Dissatisfied | 32 | 45.1% | 24.4% |
| Dissatisfied | 0 | 0.0% | 0.0% |
| Very Dissatisfied | 1 | 1.3% | 0.8% |
| Item Response Total | 70 | 100.0% | 53.4% |
| I choose not to participate in these programs | 53 | -- | 40.5% |
| These programs are not available to me | 2 | -- | 1.5% |
| I am unaware of these programs | 6 | -- | 4.6% |
| Total | 131 | 100.0% | 100.0% |

| *77. How satisfied are you with the following Work/Life programs in your agency? Child Care Programs* | N | Satisfaction % | All Response Options % |
|---|---|---|---|
| Very Satisfied | 6 | 14.2% | 4.6% |
| Satisfied | 8 | 17.1% | 6.1% |
| Neither Satisfied nor Dissatisfied | 27 | 60.9% | 20.6% |
| Dissatisfied | 2 | 3.7% | 1.5% |
| Very Dissatisfied | 2 | 4.1% | 1.5% |
| Item Response Total | 45 | 100.0% | 34.4% |
| I choose not to participate in these programs | 37 | -- | 28.2% |
| These programs are not available to me | 24 | -- | 18.3% |
| I am unaware of these programs | 25 | -- | 19.1% |
| Total | 131 | 100.0% | 100.0% |

| *78. How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs* | N | Satisfaction % | All Response Options % |
|---|---|---|---|
| Very Satisfied | 3 | 8.1% | 2.3% |
| Satisfied | 2 | 5.0% | 1.5% |
| Neither Satisfied nor Dissatisfied | 29 | 84.5% | 22.3% |
| Dissatisfied | 1 | 2.4% | 0.8% |
| Very Dissatisfied | 0 | 0.0% | 0.0% |
| Item Response Total | 35 | 100.0% | 26.9% |
| I choose not to participate in these programs | 34 | -- | 26.2% |
| These programs are not available to me | 26 | -- | 20.0% |
| I am unaware of these programs | 35 | -- | 26.9% |
| Total | 130 | 100.0% | 100.0% |

Percentages are weighted to represent the Agency's population.
Percentages for demographic questions are unweighted.