



WaTech

**Washington State
Employee Engagement
Survey**

2018

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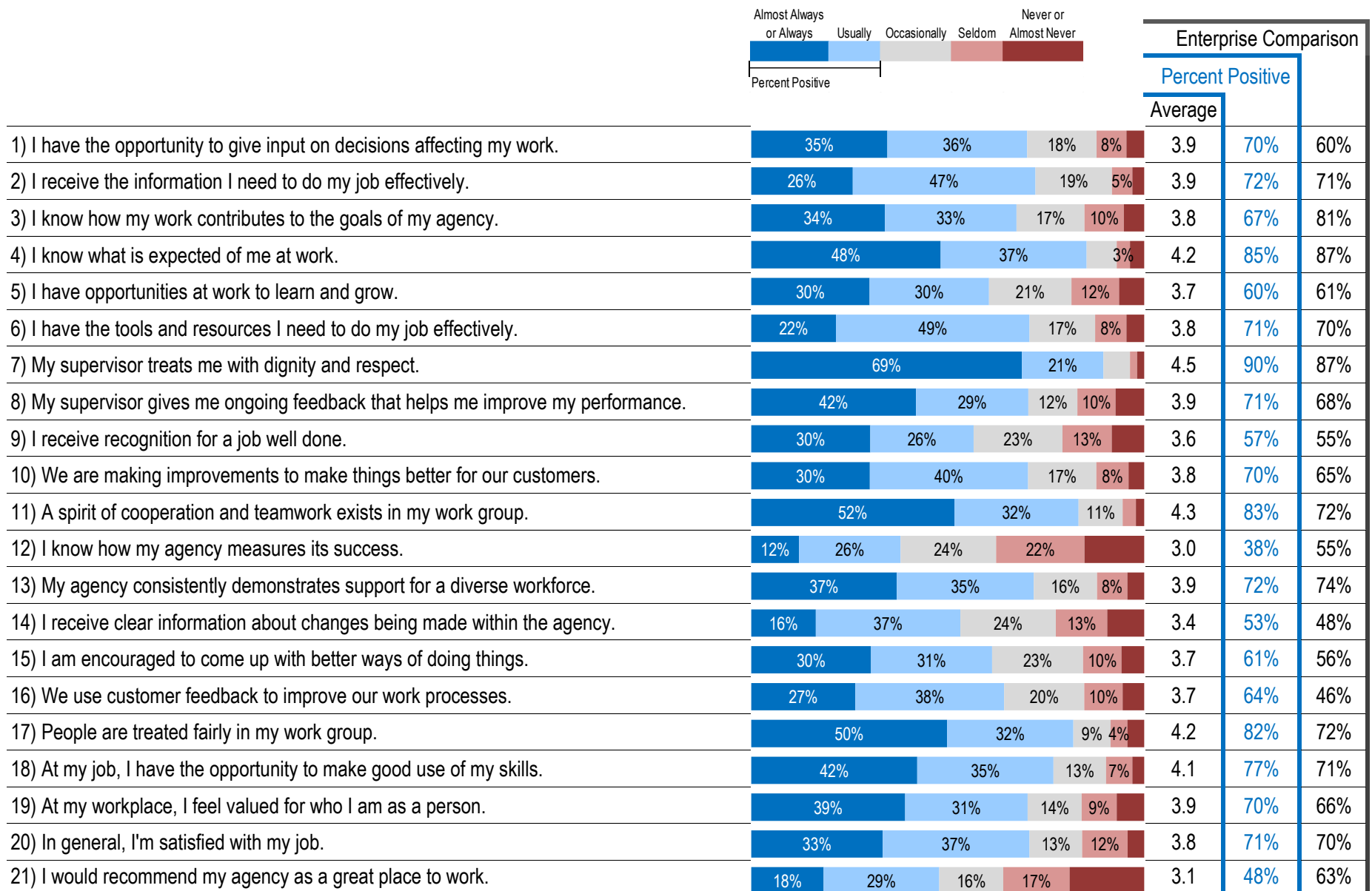
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2018 Ratings by Question

WaTech

329 Responses

77% Survey Response Rate



Percent positive may not equal the sum of the graph's data labels for the percent "Almost Always or Always" and "Usually" due to rounding.

Employer of Choice

WaTech

	2018	2017	One-year Change ('17 - '18)	Four-year Change ('14 - '18)
Percent Positive				
Overall Employer of Choice Score	68%	60%	8%	n/a
Job Satisfaction				
20) In general, I'm satisfied with my job.	71%	62%	9%	n/a
21) I would recommend my agency as a great place to work.	48%	35%	13%	n/a
Employee Engagement				
1) I have the opportunity to give input on decisions affecting my work.	70%	62%	8%	n/a
3) I know how my work contributes to the goals of my agency.	67%	62%	5%	n/a
5) I have opportunities at work to learn and grow.	60%	49%	11%	n/a
11) A spirit of cooperation and teamwork exists in my work group.	83%	77%	6%	n/a
15) I am encouraged to come up with better ways of doing things.	61%	57%	4%	n/a
18) At my job, I have the opportunity to make good use of my skills.	77%	67%	10%	n/a
Respect & Feedback				
7) My supervisor treats me with dignity and respect.	90%	88%	2%	n/a
8) My supervisor gives me ongoing feedback that helps me improve my performance.	71%	62%	9%	n/a
9) I receive recognition for a job well done.	57%	46%	11%	n/a
Customer Value				
10) We are making improvements to make things better for our customers.	70%	57%	13%	n/a
16) We use customer feedback to improve our work processes.	64%	51%	13%	n/a

Percent Positive: the percent of respondents who answered the question either "4 - Usually" or "5 - Almost Always or Always"

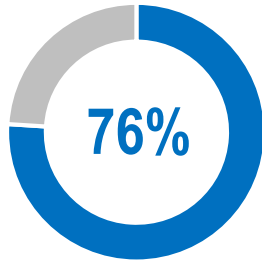
	2017	2018
Survey Response Count:	430	329
Response Rate:	92%	77%

Satisfaction with the Work Environment

WaTech

22) How satisfied are you with your current work environment?

Work Environment Index²
Overall Satisfaction



					Percent Positive ¹	One-year Change ('17 - '18)	
					2018	2017	
Flexibility	64%	24%	6%		88%	76%	12%
Mobility	50%	24%	16%	6%	74%	61%	13%
Physical Space	46%	30%	13%	10%	76%	64%	12%
Technology	44%	33%	13%	7%	77%	74%	3%
Well-Being	35%	28%	20%	13%	63%	52%	11%
					76%	65%	10%

Work Environment Component	Response Counts							
	(5) Very Satisfied	(4) Satisfied	(3) Neutral	(2) Dissatisfied	(1) Very Dissatisfied	Doesn't Apply to My Position (N/A)	No Response (missing)	Total Responses (not missing)
Flexibility: the ability to adjust your scheduled hours as needed	207	79	21	9	9	4	0	329
Mobility: the ability to work remotely from a variety of locations, such as your home or alternate work sites	153	73	48	18	12	23	2	327
Physical Space: the building, furniture, lighting, noise, variety of spaces for different work tasks (concentration space, collaboration space)	149	96	42	31	6	4	1	328
Technology: your work desktop computer, laptop, mobile phone, tablet, remote access, Wifi, collaboration tools	144	108	41	24	9	3	0	329
Well-Being: how your work environment affects your physical, social and emotional health	115	92	64	44	13	1	0	329

¹ Percent answering "Very Satisfied" or "Satisfied." Does not include missing data or "Doesn't Apply." To calculate percentages, divide the counts of 4's and 5's by the total number of 1 to 5 responses. May not equal the sum of the graph's data labels due to rounding.

² Average percent positive for all five components (flexibility, mobility, physical space, technology, and well-being). Does not include missing data or "Doesn't Apply."

Satisfaction with the Work Environment, by Demographics

WaTech

	All	Area of the State				Management			State Employment						Agency Employment							
		Eastern WA	Greater Olympia Area	Western WA (outside greater Olympia area)	No response	Supervisor	Non-supervisor	No response	Less than 1 year	1 to 2 years	3 to 5 years	6 to 10 years	11 to 15 years	16 or more years	No response	Less than 1 year	1 to 2 years	3 to 5 years	6 to 10 years	11 to 15 years	16 or more years	No response
Number Responses	329	2	292	34	1	63	265	1	16	29	51	37	53	143	0	36	54	113	46	25	55	0
Percent Positive ¹																						
Flexibility	88%	88%	85%			92%	87%		94%	83%	90%	95%	91%	85%		91%	81%	89%	91%	88%	87%	
Mobility	74%	74%	74%			84%	72%		67%	56%	79%	80%	73%	76%		69%	65%	76%	81%	68%	80%	
Physical Space	76%	75%	79%			81%	74%		81%	83%	77%	86%	75%	70%		83%	81%	79%	72%	60%	69%	
Technology	77%	77%	76%			78%	77%		88%	76%	69%	76%	81%	78%		89%	72%	74%	74%	76%	85%	
Well-Being	63%	63%	62%			60%	64%		94%	69%	66%	73%	62%	55%		86%	61%	61%	70%	68%	47%	

For more information about "Building a Modern Work Environment," visit:
<https://ofm.wa.gov/facilities/building-modern-work-environment>

¹ If 10 or more responses, the percent who answered the question either "Very Satisfied" or "Satisfied."

Trend of Positive Responses

WaTech

	2014	2015	2016	2017	2018	Change from last survey
Number of all responses:	n/a	479	478	430	329	
Response rate:	n/a	87%	89%	92%	77%	-15%
Positive Responses						
1) I have the opportunity to give input on decisions affecting my work.	n/a	59%	66%	62%	70%	8%
2) I receive the information I need to do my job effectively.	n/a	62%	67%	65%	72%	7%
3) I know how my work contributes to the goals of my agency.	n/a	68%	66%	62%	67%	5%
4) I know what is expected of me at work.	n/a	79%	82%	78%	85%	7%
5) I have opportunities at work to learn and grow.	n/a	57%	58%	49%	60%	11%
6) I have the tools and resources I need to do my job effectively.	n/a	65%	65%	60%	71%	11%
7) My supervisor treats me with dignity and respect.	n/a	86%	88%	88%	90%	2%
8) My supervisor gives me ongoing feedback that helps me improve my performance.	n/a	67%	68%	62%	71%	9%
9) I receive recognition for a job well done.	n/a	54%	55%	46%	57%	11%
10) We are making improvements to make things better for our customers.	n/a	66%	64%	57%	70%	13%
11) A spirit of cooperation and teamwork exists in my work group.	n/a	77%	80%	77%	83%	6%
12) I know how my agency measures its success.	n/a	31%	33%	29%	38%	9%
13) My agency consistently demonstrates support for a diverse workforce.	n/a	65%	65%	66%	72%	6%
14) I receive clear information about changes being made within the agency.	n/a	34%	33%	28%	53%	25%
15) I am encouraged to come up with better ways of doing things.	n/a	57%	62%	57%	61%	4%
16) We use customer feedback to improve our work processes.	n/a	52%	55%	51%	64%	13%
17) People are treated fairly in my work group.	n/a	n/a	76%	75%	82%	7%
18) At my job, I have the opportunity to make good use of my skills.	n/a	n/a	72%	67%	77%	10%
19) At my workplace, I feel valued for who I am as a person.	n/a	n/a	n/a	n/a	70%	n/a
20) In general, I'm satisfied with my job.	n/a	64%	67%	62%	71%	9%
21) I would recommend my agency as a great place to work.	n/a	n/a	47%	35%	48%	13%

Positive Responses: the percent of respondents who answered the question either "4 - Usually" or "5 - Almost Always or Always"

Percent Positive by Demographics

WaTech

	All	Area of the State				Management		
		Eastern WA	Greater Olympia Area	Western WA (outside greater Olympia area)	No response	Supervisor	Non-supervisor	No response
Number of all responses	329	2	292	34	1	63	265	1
1) I have the opportunity to give input on decisions affecting my work.	70%		69%	76%		78%	68%	
2) I receive the information I need to do my job effectively.	72%		72%	76%		68%	73%	
3) I know how my work contributes to the goals of my agency.	67%		67%	68%		60%	69%	
4) I know what is expected of me at work.	85%		85%	85%		76%	88%	
5) I have opportunities at work to learn and grow.	60%		60%	65%		67%	59%	
6) I have the tools and resources I need to do my job effectively.	71%		70%	79%		65%	72%	
7) My supervisor treats me with dignity and respect.	90%		90%	91%		94%	89%	
8) My supervisor gives me ongoing feedback that helps me improve my performance.	71%		70%	74%		75%	69%	
9) I receive recognition for a job well done.	57%		55%	74%		70%	53%	
10) We are making improvements to make things better for our customers.	70%		70%	74%		73%	70%	
11) A spirit of cooperation and teamwork exists in my work group.	83%		85%	74%		90%	82%	
12) I know how my agency measures its success.	38%		39%	29%		40%	37%	
13) My agency consistently demonstrates support for a diverse workforce.	72%		72%	76%		79%	70%	
14) I receive clear information about changes being made within the agency.	53%		53%	50%		57%	52%	
15) I am encouraged to come up with better ways of doing things.	61%		60%	68%		73%	58%	
16) We use customer feedback to improve our work processes.	64%		65%	61%		75%	62%	
17) People are treated fairly in my work group.	82%		82%	85%		92%	80%	
18) At my job, I have the opportunity to make good use of my skills.	77%		77%	76%		83%	75%	
19) At my workplace, I feel valued for who I am as a person.	70%		69%	79%		71%	70%	
20) In general, I'm satisfied with my job.	71%		70%	74%		71%	71%	
21) I would recommend my agency as a great place to work.	48%		47%	50%		49%	47%	

If 10 or more responses, the percent who answered the question either "4 - Usually" or "5 - Almost Always or Always"

Percent Positive by Demographics

(continued)

WaTech

	State Employment						
	Less than 1 year	1 to 2 years	3 to 5 years	6 to 10 years	11 to 15 years	16 or more years	No response
Number of all responses	16	29	51	37	53	143	0
1) I have the opportunity to give input on decisions affecting my work.	69%	72%	75%	73%	68%	69%	
2) I receive the information I need to do my job effectively.	94%	69%	78%	68%	70%	71%	
3) I know how my work contributes to the goals of my agency.	88%	79%	75%	59%	70%	62%	
4) I know what is expected of me at work.	100%	83%	90%	89%	83%	82%	
5) I have opportunities at work to learn and grow.	88%	66%	67%	62%	51%	57%	
6) I have the tools and resources I need to do my job effectively.	94%	72%	65%	68%	74%	70%	
7) My supervisor treats me with dignity and respect.	100%	90%	94%	92%	89%	87%	
8) My supervisor gives me ongoing feedback that helps me improve my performance.	94%	72%	75%	81%	64%	66%	
9) I receive recognition for a job well done.	93%	48%	69%	59%	60%	48%	
10) We are making improvements to make things better for our customers.	88%	72%	75%	65%	68%	69%	
11) A spirit of cooperation and teamwork exists in my work group.	94%	83%	84%	84%	89%	80%	
12) I know how my agency measures its success.	75%	28%	39%	41%	45%	32%	
13) My agency consistently demonstrates support for a diverse workforce.	93%	81%	73%	76%	77%	65%	
14) I receive clear information about changes being made within the agency.	69%	69%	51%	54%	58%	47%	
15) I am encouraged to come up with better ways of doing things.	69%	59%	68%	59%	66%	57%	
16) We use customer feedback to improve our work processes.	81%	66%	73%	59%	58%	63%	
17) People are treated fairly in my work group.	100%	79%	90%	89%	81%	76%	
18) At my job, I have the opportunity to make good use of my skills.	81%	83%	75%	84%	79%	73%	
19) At my workplace, I feel valued for who I am as a person.	88%	79%	76%	78%	74%	61%	
20) In general, I'm satisfied with my job.	94%	79%	73%	68%	68%	68%	
21) I would recommend my agency as a great place to work.	87%	59%	62%	43%	55%	35%	

If 10 or more responses, the percent who answered the question either "4 - Usually" or "5 - Almost Always or Always"

Percent Positive by Demographics

(continued)

WaTech

	Agency Employment						
	Less than 1 year	1 to 2 years	3 to 5 years	6 to 10 years	11 to 15 years	16 or more years	No response
Number of all responses	36	54	113	46	25	55	0
1) I have the opportunity to give input on decisions affecting my work.	75%	74%	75%	65%	60%	62%	
2) I receive the information I need to do my job effectively.	81%	72%	73%	59%	76%	75%	
3) I know how my work contributes to the goals of my agency.	78%	80%	67%	61%	72%	53%	
4) I know what is expected of me at work.	89%	83%	88%	83%	84%	83%	
5) I have opportunities at work to learn and grow.	78%	65%	66%	46%	44%	53%	
6) I have the tools and resources I need to do my job effectively.	81%	65%	69%	65%	76%	76%	
7) My supervisor treats me with dignity and respect.	94%	85%	90%	89%	84%	93%	
8) My supervisor gives me ongoing feedback that helps me improve my performance.	78%	70%	71%	72%	56%	71%	
9) I receive recognition for a job well done.	80%	54%	63%	47%	44%	45%	
10) We are making improvements to make things better for our customers.	81%	74%	72%	64%	72%	62%	
11) A spirit of cooperation and teamwork exists in my work group.	94%	80%	81%	85%	80%	85%	
12) I know how my agency measures its success.	64%	37%	36%	30%	44%	29%	
13) My agency consistently demonstrates support for a diverse workforce.	83%	76%	69%	76%	80%	60%	
14) I receive clear information about changes being made within the agency.	72%	65%	49%	57%	56%	35%	
15) I am encouraged to come up with better ways of doing things.	75%	63%	62%	57%	68%	51%	
16) We use customer feedback to improve our work processes.	86%	68%	65%	57%	52%	56%	
17) People are treated fairly in my work group.	94%	81%	80%	80%	80%	80%	
18) At my job, I have the opportunity to make good use of my skills.	78%	83%	74%	78%	72%	76%	
19) At my workplace, I feel valued for who I am as a person.	81%	75%	69%	74%	76%	56%	
20) In general, I'm satisfied with my job.	86%	76%	65%	70%	72%	67%	
21) I would recommend my agency as a great place to work.	71%	59%	50%	35%	52%	27%	

If 10 or more responses, the percent who answered the question either "4 - Usually" or "5 - Almost Always or Always"

Trend of Averages

WaTech

	2014	2015	2016	2017	2018	Change from last survey
Number of all responses:	n/a	479	478	430	329	
Response rate:	n/a	87%	89%	92%	77%	-15%
1) I have the opportunity to give input on decisions affecting my work.	n/a	3.6	3.7	3.6	3.9	0.3
2) I receive the information I need to do my job effectively.	n/a	3.6	3.7	3.7	3.9	0.2
3) I know how my work contributes to the goals of my agency.	n/a	3.8	3.7	3.6	3.8	0.2
4) I know what is expected of me at work.	n/a	4.0	4.1	4.1	4.2	0.1
5) I have opportunities at work to learn and grow.	n/a	3.5	3.6	3.3	3.7	0.4
6) I have the tools and resources I need to do my job effectively.	n/a	3.6	3.7	3.6	3.8	0.2
7) My supervisor treats me with dignity and respect.	n/a	4.5	4.4	4.5	4.5	0.0
8) My supervisor gives me ongoing feedback that helps me improve my performance.	n/a	3.8	3.9	3.7	3.9	0.2
9) I receive recognition for a job well done.	n/a	3.4	3.5	3.4	3.6	0.2
10) We are making improvements to make things better for our customers.	n/a	3.8	3.8	3.5	3.8	0.3
11) A spirit of cooperation and teamwork exists in my work group.	n/a	4.0	4.1	4.0	4.3	0.3
12) I know how my agency measures its success.	n/a	2.8	2.8	2.7	3.0	0.3
13) My agency consistently demonstrates support for a diverse workforce.	n/a	3.7	3.8	3.7	3.9	0.2
14) I receive clear information about changes being made within the agency.	n/a	2.8	2.9	2.7	3.4	0.7
15) I am encouraged to come up with better ways of doing things.	n/a	3.5	3.6	3.5	3.7	0.2
16) We use customer feedback to improve our work processes.	n/a	3.4	3.5	3.3	3.7	0.4
17) People are treated fairly in my work group.	n/a	n/a	4.0	4.0	4.2	0.2
18) At my job, I have the opportunity to make good use of my skills.	n/a	n/a	3.9	3.8	4.1	0.3
19) At my workplace, I feel valued for who I am as a person.	n/a	n/a	n/a	n/a	3.9	n/a
20) In general, I'm satisfied with my job.	n/a	3.7	3.7	3.7	3.8	0.1
21) I would recommend my agency as a great place to work.	n/a	n/a	3.2	2.8	3.1	0.3

Average of ratings where 1=Never or Almost Never 2=Seldom 3=Occasionally 4=Usually 5=Almost Always or Always

Report prepared by the Washington State OFM, State Human Resources Division, December 2018

Average Response by Demographics

WaTech

	All	Area of the State				Management		
		Eastern WA	Greater Olympia Area	Western WA (outside greater Olympia area)	No response	Supervisor	Non-supervisor	No response
Number of all responses	329	2	292	34	1	63	265	1
1) I have the opportunity to give input on decisions affecting my work.	3.9		3.9	4.0		4.2	3.8	
2) I receive the information I need to do my job effectively.	3.9		3.9	3.9		3.9	3.9	
3) I know how my work contributes to the goals of my agency.	3.8		3.8	3.9		3.8	3.8	
4) I know what is expected of me at work.	4.2		4.2	4.2		4.1	4.2	
5) I have opportunities at work to learn and grow.	3.7		3.6	3.8		3.9	3.6	
6) I have the tools and resources I need to do my job effectively.	3.8		3.7	3.9		3.5	3.8	
7) My supervisor treats me with dignity and respect.	4.5		4.5	4.7		4.7	4.5	
8) My supervisor gives me ongoing feedback that helps me improve my performance.	3.9		3.9	4.0		4.0	3.8	
9) I receive recognition for a job well done.	3.6		3.5	3.8		3.8	3.5	
10) We are making improvements to make things better for our customers.	3.8		3.8	4.0		3.9	3.8	
11) A spirit of cooperation and teamwork exists in my work group.	4.3		4.3	4.1		4.5	4.2	
12) I know how my agency measures its success.	3.0		3.0	2.8		3.0	3.0	
13) My agency consistently demonstrates support for a diverse workforce.	3.9		3.9	4.0		4.1	3.9	
14) I receive clear information about changes being made within the agency.	3.4		3.4	3.3		3.5	3.3	
15) I am encouraged to come up with better ways of doing things.	3.7		3.7	3.9		4.0	3.6	
16) We use customer feedback to improve our work processes.	3.7		3.7	3.7		4.0	3.6	
17) People are treated fairly in my work group.	4.2		4.2	4.2		4.4	4.1	
18) At my job, I have the opportunity to make good use of my skills.	4.1		4.1	4.1		4.2	4.0	
19) At my workplace, I feel valued for who I am as a person.	3.9		3.9	4.0		4.0	3.8	
20) In general, I'm satisfied with my job.	3.8		3.8	3.9		3.9	3.8	
21) I would recommend my agency as a great place to work.	3.1		3.1	3.3		3.2	3.1	

If 10 or more responses, average of ratings where 1=Never or Almost Never 2=Seldom 3=Occasionally 4=Usually 5=Almost Always or Always

Average Response by Demographics

WaTech

(continued)

	State Employment						
	Less than 1 year	1 to 2 years	3 to 5 years	6 to 10 years	11 to 15 years	16 or more years	No response
Number of all responses	16	29	51	37	53	143	0
1) I have the opportunity to give input on decisions affecting my work.	4.1	3.9	4.0	3.9	3.8	3.8	
2) I receive the information I need to do my job effectively.	4.4	3.8	4.0	3.8	3.8	3.8	
3) I know how my work contributes to the goals of my agency.	4.5	4.0	4.1	3.7	3.8	3.6	
4) I know what is expected of me at work.	4.7	4.2	4.5	4.3	4.1	4.1	
5) I have opportunities at work to learn and grow.	4.4	3.7	3.9	3.7	3.5	3.5	
6) I have the tools and resources I need to do my job effectively.	4.3	3.8	3.7	3.8	3.6	3.7	
7) My supervisor treats me with dignity and respect.	4.8	4.6	4.7	4.6	4.5	4.4	
8) My supervisor gives me ongoing feedback that helps me improve my performance.	4.6	3.8	4.1	4.2	3.7	3.7	
9) I receive recognition for a job well done.	4.3	3.4	3.9	3.7	3.8	3.3	
10) We are making improvements to make things better for our customers.	4.3	4.0	4.0	3.8	3.8	3.7	
11) A spirit of cooperation and teamwork exists in my work group.	4.6	4.2	4.3	4.2	4.3	4.3	
12) I know how my agency measures its success.	3.7	2.8	3.1	3.0	3.1	2.8	
13) My agency consistently demonstrates support for a diverse workforce.	4.4	4.1	4.0	4.0	4.0	3.8	
14) I receive clear information about changes being made within the agency.	3.9	3.8	3.4	3.4	3.5	3.2	
15) I am encouraged to come up with better ways of doing things.	3.9	3.8	3.9	3.6	3.8	3.6	
16) We use customer feedback to improve our work processes.	4.3	3.8	4.0	3.6	3.6	3.6	
17) People are treated fairly in my work group.	4.9	4.0	4.5	4.3	4.2	4.0	
18) At my job, I have the opportunity to make good use of my skills.	4.4	4.0	4.1	4.1	4.2	4.0	
19) At my workplace, I feel valued for who I am as a person.	4.4	3.9	4.0	4.1	3.9	3.7	
20) In general, I'm satisfied with my job.	4.6	3.9	4.0	3.8	3.8	3.7	
21) I would recommend my agency as a great place to work.	4.4	3.6	3.4	2.9	3.2	2.8	

If 10 or more responses, average of ratings where 1=Never or Almost Never 2=Seldom 3=Occasionally 4=Usually 5=Almost Always or Always

Average Response by Demographics

WaTech

(continued)

	Agency Employment						
	Less than 1 year	1 to 2 years	3 to 5 years	6 to 10 years	11 to 15 years	16 or more years	No response
Number of all responses	36	54	113	46	25	55	0
1) I have the opportunity to give input on decisions affecting my work.	4.1	3.9	3.9	3.8	3.8	3.7	
2) I receive the information I need to do my job effectively.	4.1	3.9	3.9	3.6	3.9	3.9	
3) I know how my work contributes to the goals of my agency.	4.2	4.0	3.9	3.6	3.8	3.4	
4) I know what is expected of me at work.	4.4	4.2	4.4	4.1	4.1	4.1	
5) I have opportunities at work to learn and grow.	4.2	3.7	3.8	3.4	3.2	3.4	
6) I have the tools and resources I need to do my job effectively.	4.1	3.7	3.7	3.7	3.7	3.8	
7) My supervisor treats me with dignity and respect.	4.6	4.5	4.6	4.5	4.4	4.5	
8) My supervisor gives me ongoing feedback that helps me improve my performance.	4.1	3.9	3.9	3.8	3.5	3.8	
9) I receive recognition for a job well done.	4.1	3.5	3.8	3.3	3.4	3.2	
10) We are making improvements to make things better for our customers.	4.2	4.0	3.9	3.8	3.8	3.5	
11) A spirit of cooperation and teamwork exists in my work group.	4.5	4.2	4.2	4.3	4.1	4.3	
12) I know how my agency measures its success.	3.6	3.0	3.0	2.8	3.0	2.6	
13) My agency consistently demonstrates support for a diverse workforce.	4.2	4.1	3.9	4.0	3.9	3.7	
14) I receive clear information about changes being made within the agency.	4.0	3.6	3.2	3.6	3.5	2.8	
15) I am encouraged to come up with better ways of doing things.	4.0	3.7	3.8	3.7	3.8	3.4	
16) We use customer feedback to improve our work processes.	4.3	3.8	3.8	3.5	3.3	3.4	
17) People are treated fairly in my work group.	4.6	4.0	4.2	4.1	4.2	4.1	
18) At my job, I have the opportunity to make good use of my skills.	4.3	4.1	4.1	4.1	4.0	3.9	
19) At my workplace, I feel valued for who I am as a person.	4.2	3.9	3.9	3.9	3.9	3.6	
20) In general, I'm satisfied with my job.	4.4	3.9	3.8	3.7	3.8	3.8	
21) I would recommend my agency as a great place to work.	4.1	3.4	3.1	2.8	3.1	2.5	

If 10 or more responses, average of ratings where 1=Never or Almost Never 2=Seldom 3=Occasionally 4=Usually 5=Almost Always or Always

Statistics Report

WaTech

329 Survey Responses 77% Response Rate

Survey Question	Number of Responses							Summary Measures (excluding missing data)			
	(1) Never or Almost Never	(2) Seldom	(3) Occasionally	(4) Usually	(5) Almost Always or Always	No Response (missing)	Total Responses (not missing)	Percent Positive ¹	Percent Negative ²	Average	Standard Deviation ³
1) I have the opportunity to give input on decisions affecting my work.	15	25	58	117	114	0	329	70%	12%	3.9	1.11
2) I receive the information I need to do my job effectively.	10	17	64	153	85	0	329	72%	8%	3.9	0.96
3) I know how my work contributes to the goals of my agency.	17	33	57	110	112	0	329	67%	15%	3.8	1.16
4) I know what is expected of me at work.	12	11	25	122	158	1	328	85%	7%	4.2	0.99
5) I have opportunities at work to learn and grow.	21	40	69	100	99	0	329	60%	19%	3.7	1.21
6) I have the tools and resources I need to do my job effectively.	15	26	55	162	71	0	329	71%	12%	3.8	1.03
7) My supervisor treats me with dignity and respect.	6	6	22	68	226	1	328	90%	4%	4.5	0.85
8) My supervisor gives me ongoing feedback that helps me improve my performance.	24	32	41	94	138	0	329	71%	17%	3.9	1.26
9) I receive recognition for a job well done.	27	41	74	86	99	2	327	57%	21%	3.6	1.27
10) We are making improvements to make things better for our customers.	13	27	57	132	99	1	328	70%	12%	3.8	1.07
11) A spirit of cooperation and teamwork exists in my work group.	7	11	37	104	170	0	329	83%	5%	4.3	0.94
12) I know how my agency measures its success.	50	74	80	85	40	0	329	38%	38%	3.0	1.26
13) My agency consistently demonstrates support for a diverse workforce.	14	25	52	113	120	5	324	72%	12%	3.9	1.11
14) I receive clear information about changes being made within the agency.	31	43	80	121	54	0	329	53%	22%	3.4	1.18
15) I am encouraged to come up with better ways of doing things.	19	32	76	101	100	1	328	61%	16%	3.7	1.17
16) We use customer feedback to improve our work processes.	18	32	67	124	87	1	328	64%	15%	3.7	1.13
17) People are treated fairly in my work group.	14	14	31	105	163	2	327	82%	9%	4.2	1.06
18) At my job, I have the opportunity to make good use of my skills.	10	22	44	114	139	0	329	77%	10%	4.1	1.05
19) At my workplace, I feel valued for who I am as a person.	23	29	45	102	128	2	327	70%	16%	3.9	1.23
20) In general, I'm satisfied with my job.	14	38	44	123	110	0	329	71%	16%	3.8	1.14
21) I would recommend my agency as a great place to work.	62	55	53	96	60	3	326	48%	36%	3.1	1.40

¹Percent answering "4 - Usually" or "5 - Almost Always or Always." Does not include missing data.

²Percent answering "1 - Never or Almost Never" or "2 - Seldom." Does not include missing data.

³Standard Deviation is a measure used to describe the variation in a dataset. A value close to zero indicates the data points in the set cluster around the mean (average), while a higher value indicates greater dispersion in the dataset.