

Office of the Chief Human Capital Officer

2007 DHS Employee Survey Results

Engaging the Workforce

U.S. Immigration and Customs Enforcement



Homeland
Security



Department of Homeland Security: 2007 Annual Employee Survey (AES)

Component-Level Results
(Immigration and Customs Enforcement)

February, 2008

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2007 DEPARTMENT OF HOMELAND SECURITY ANNUAL EMPLOYEE SURVEY: SURVEY BACKGROUND

SURVEY OBJECTIVE

The 2007 DHS Annual Employee Survey (AES) was conducted to collect data on DHS employees' perceptions of workforce management, organizational accomplishments, agency goals, leadership, and communication. DHS agency managers will use the findings to help sharpen polices for improving our agency performance.

QUESTIONNAIRE CONTENT

The survey included a total of 78 items/subitems – 45 OPM prescribed items (40 survey questions and 5 demographic items), 5 additional demographic questions, and 28 DHS agency-specific items.

DATA COLLECTION

Method. The survey sample included a total of 141,425 DHS employees across the 13 organizational components. The survey was administered electronically from October 26 through December 21, 2007. The sample was designed to ensure representative survey results would be reported by component and supervisory status (i.e., non-supervisory, supervisors and managers, and executives) as well as for the overall DHS workforce.

Response Rate. A total of 65,753 of 141,160 eligible employees responded to the survey, for a DHS-wide response rate of 47%.

REPORTED DATA

The percentages presented in report tables are weighted data that are representative of the survey population of the DHS workforce. Data collected from DHS AES respondents were weighted to produce survey estimates that accurately represented the DHS population. This process did not change any answers; rather, it adjusted for over- and under-represented groups of respondents.

SURVEY ITEMS AND RESPONSE CHOICES

Three 5-point Likert-type response scales were used in the survey: (a) Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree; (b) Very Satisfied, Satisfied, Neither Satisfied nor Dissatisfied, Dissatisfied, Very Dissatisfied; and (c) Very Good, Good, Fair, Poor, Very Poor. For questions 6 through 31 of the survey, respondents had the additional option of answering Do Not Know or No Basis to Judge.

The tables throughout the remaining sections of this report contain the percentages of positive, neutral, and negative perceptions for each survey item (all percentages in this document have been rounded to whole numbers). For most items, Positive, Neutral, and Negative were defined as follows:

Percent Positive: the combined percentages of respondents (DHS agency-wide or specific component level) who answered *Strongly Agree or Agree*, or *Very Satisfied or Satisfied*, or *Very Good or Good*, depending on the response categories used for the item.

Percent Neutral: the percentage of respondents choosing the middle response option in the 5-point scale (*Neither Agree Nor Disagree*, *Neither Satisfied Nor Dissatisfied*, *Fair*).

Percent Negative: the combined percentages of respondents answering *Strongly Disagree* or *Disagree*, or *Very Dissatisfied* or *Dissatisfied*, depending on the response categories used for the item.

Survey Response Categories					
Positive		Neutral	Negative		Don't Know/ No Basis to Judge
Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Don't Know
Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	No Basis to Judge
Very Good	Good	Fair	Poor	Very Poor	NA

HCAAF INDEX-LEVEL PERCENT POSITIVE RESPONSE

Thirty-nine items were combined to form the four Human Capital Assessment and Accountability Framework (HCAAF) Indices. The index scores were calculated for each component and DHS overall by averaging the percent positive response on the items within an index. For example, for a 4-item index, if the item-level percent positive responses were 50 percent, 45 percent, 30 percent, and 35 percent, the component’s HCAAF-level percent positive response would be the average of these four percentages or $(50\% + 45\% + 30\% + 35\%)/4 = 40\%$ positive.

COMPARING YOUR SURVEY RESULTS

Statistical significant differences between percentages. You may be interested in determining the statistical significance of differences between your component organization and DHS overall. Statistical significance is influenced by sample sizes, so that as the number of observations in comparison groups gets larger, small differences in scores will end up being statistically significant. While a 1 percent difference between percent positive scores might be statistically significant (that is, not due to chance), the difference is not likely to be meaningful or important, and nonsignificant differences are not always trivial.

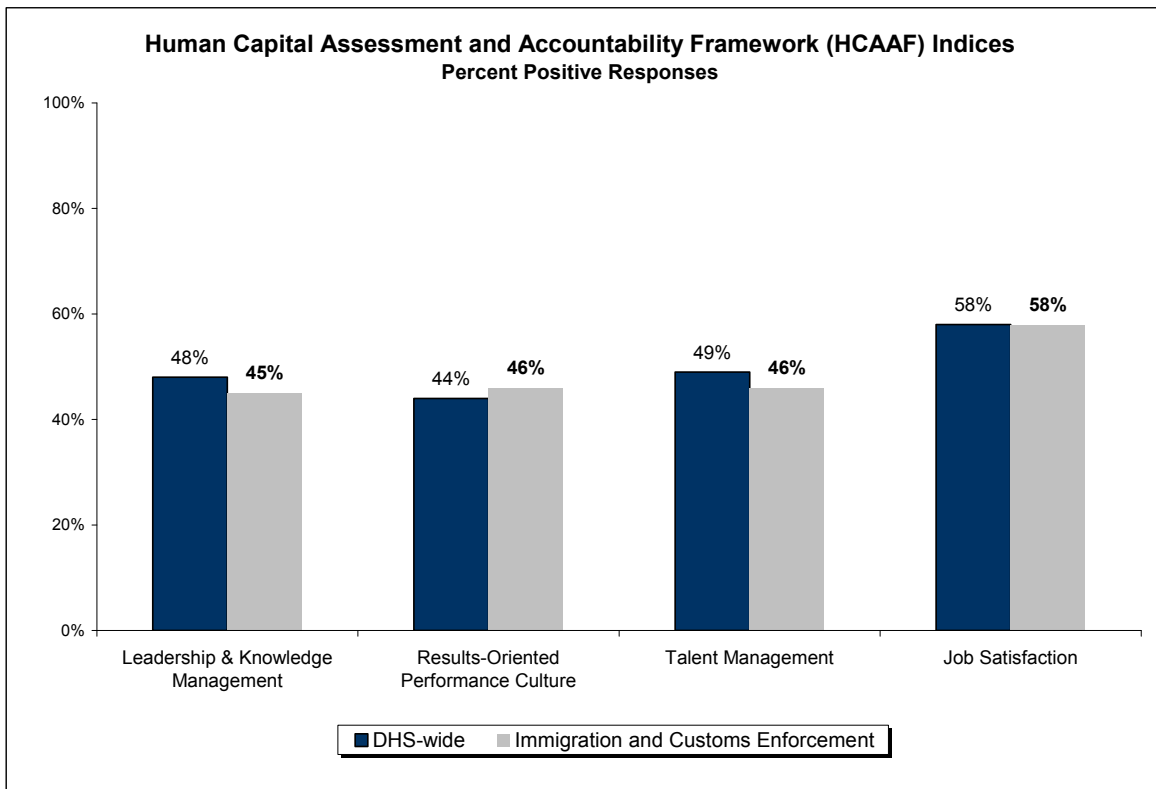
It is often useful to apply rules of thumb to determine the “notable” and “meaningful” results especially when comparing your 2007 DHS AES results to 2004 and 2006 Federal Human Capital Survey benchmark results. Therefore, we recommend the following guidelines:

- 5 percentage points.** A difference of 5 percentage points or more is notable (e.g., increased by 5 percentage points from 2006 to 2007 or a difference of 5 percentage points or more between subcomponent results).
- Strengths.** Survey items that are 65 percent or more positive are considered an area of strength.
- Challenges.** Survey items that are 35 percent or more negative are areas of weaknesses.
- Neutral.** Responses that are 30 percent or more neutral may indicate opportunities for more communication.

HUMAN CAPITAL ASSESSMENT AND ACCOUNTABILITY FRAMEWORK

U.S. Immigration and Customs Enforcement mission is to protect America and uphold public safety. We fulfill this mission by identifying criminal activities and eliminating vulnerabilities that pose a threat to our nation's borders, as well as enforcing economic, transportation and infrastructure security. By protecting our national and border security, ICE seeks to eliminate the potential threat of terrorist acts against the United States.

This graph shows your 2007 component results compared with DHS agency-wide results for the four HCAAF Indices. The HCAAF indices are: Leadership and Knowledge Management, Results-Oriented Performance Culture, Talent Management, and Job Satisfaction.



Leadership & Knowledge Management: the extent our employees hold leadership in high regards; this index captures both overall as well as specific aspects of leadership. (See survey items: 5, 22, 24, 25, 26, 27, 29, 30, 31, 50, 54a, and 58)

Results-Oriented Performance Culture: the extent employees believe DHS culture promotes improvements in process, products and services, and organizational outcomes. (See survey items: 1, 8, 10, 14, 15, 16, 18, 19, 20, 21, 23, 28, and 53)

Talent Management: the extent our employees believe DHS has the talent required to accomplish our organizational goals. (See survey items: 2, 6, 7, 11, 12, 13, and 55)

Job Satisfaction: the extent our employees are satisfied with their jobs. (See survey items: 3, 4, 9, 51, 52, 56, and 57)

TREND ANALYSIS

This is a summary of employee responses to the 2007 DHS Annual Employee Survey. Question-level results have been calculated for your component organization and compared to your results for the 2004 and 2006 Federal Human Capital Surveys. These trend data are presented in this report according to the question order in the survey. As shown in the table below, the results have been grouped into Positive, Neutral, Negative, and Don't Know (Do Not Know/No Basis to Judge) categories (as applicable); NA indicates data were not available for comparison.

<i>1. The people I work with cooperate to get the job done.</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	76.6	11.1	12.3
2006 FHCS	79.5	11.4	9.1
2004 FHCS	80.1	9.4	10.6

<i>2. I am given a real opportunity to improve my skills in my organization.</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	46.8	21.1	32.1
2006 FHCS	45.6	22.7	31.7
2004 FHCS	49.7	20.3	29.9

<i>3. My work gives me a feeling of personal accomplishment.</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	63.1	15.5	21.3
2006 FHCS	61.9	17.8	20.3
2004 FHCS	59.4	19.5	21.0

<i>4. I like the kind of work I do.</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	77.2	12.3	10.6
2006 FHCS	79.6	12.4	8.0
2004 FHCS	79.6	11.9	8.5

<i>5. I have trust and confidence in my supervisor.</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	59.1	17.1	23.8
2006 FHCS	59.3	20.2	20.5
2004 FHCS	NA	NA	NA

<i>6. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	54.6	18.9	25.5	1.1
2006 FHCS	62.0	17.2	20.7	0.1
2004 FHCS	62.8	18.9	17.5	0.7

<i>7. My work unit is able to recruit people with the right skills.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	37.2	26.4	33.0	3.4
2006 FHCS	30.7	29.7	34.9	4.8
2004 FHCS	35.5	29.0	31.5	4.0

<i>8. I know how my work relates to the agency's goals and priorities.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	71.3	13.1	14.4	1.2
2006 FHCS	68.5	16.6	13.4	1.5
2004 FHCS	69.9	14.4	14.2	1.4

<i>9. The work I do is important.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	84.3	8.7	6.5	0.5
2006 FHCS	85.0	9.2	5.0	0.8
2004 FHCS	84.5	9.7	5.1	0.6

<i>10. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	63.4	12.7	23.1	0.8
2006 FHCS	67.5	14.7	17.4	0.4
2004 FHCS	67.0	13.8	18.2	1.0

<i>11. Supervisors/team leaders in my work unit support employee development.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	52.7	19.2	26.6	1.4
2006 FHCS	51.6	22.8	23.9	1.7
2004 FHCS	52.4	23.3	23.4	0.9

<i>12. My talents are used well in the workplace.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	53.6	18.3	27.0	1.1
2006 FHCS	50.1	18.8	29.6	1.6
2004 FHCS	52.0	19.3	27.1	1.6

<i>13. My training needs are assessed.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	36.6	24.1	37.6	1.7
2006 FHCS	34.8	26.0	36.5	2.8
2004 FHCS	33.8	26.7	37.3	2.2

<i>14. Promotions in my work unit are based on merit.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	26.9	25.2	41.9	6.1
2006 FHCS	20.1	27.2	46.2	6.5
2004 FHCS	27.3	24.4	42.9	5.5

<i>15. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	23.9	25.5	43.6	7.0
2006 FHCS	22.2	28.2	43.8	5.7
2004 FHCS	24.7	23.0	46.0	6.3

<i>16. Creativity and innovation are rewarded.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	31.8	24.6	40.3	3.4
2006 FHCS	21.7	29.9	45.5	3.0
2004 FHCS	26.0	25.4	43.6	4.8

<i>17. In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (e.g., Fully Successful, Outstanding).</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	63.5	13.9	17.1	5.6
2006 FHCS	NA	NA	NA	NA
2004 FHCS	NA	NA	NA	NA

<i>18. In my work unit, differences in performance are recognized in a meaningful way.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	32.3	26.2	37.7	3.9
2006 FHCS	20.2	28.3	47.7	3.7
2004 FHCS	24.0	27.1	42.5	6.3

<i>19. Pay raises depend on how well employees perform their jobs.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	13.6	25.9	54.6	5.9
2006 FHCS	9.5	27.9	56.5	6.2
2004 FHCS	NA	NA	NA	NA

<i>20. My performance appraisal is a fair reflection of my performance.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	59.6	19.0	17.6	3.9
2006 FHCS	58.5	22.1	16.7	2.7
2004 FHCS	60.1	17.5	18.6	3.8

<i>21. Discussions with my supervisor/team leader about my performance are worthwhile.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	51.5	24.1	21.8	2.6
2006 FHCS	51.2	23.1	23.5	2.2
2004 FHCS	50.8	24.8	22.1	2.3

<i>22. Managers/supervisors/team leaders work well with employees of different backgrounds.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	53.8	21.0	23.0	2.2
2006 FHCS	56.8	23.3	16.0	4.0
2004 FHCS	59.0	20.9	16.2	3.8

<i>23. My supervisor supports my need to balance work and family issues.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	72.2	13.5	13.1	1.2
2006 FHCS	76.3	11.6	11.6	0.4
2004 FHCS	75.6	12.9	11.1	0.5

<i>24. I have a high level of respect for my organization's senior leaders.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	38.8	21.6	38.6	1.0
2006 FHCS	38.1	23.8	37.4	0.7
2004 FHCS	41.3	21.6	36.5	0.7

<i>25. In my organization, leaders generate high levels of motivation and commitment in the workforce.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	28.0	23.9	47.0	1.1
2006 FHCS	24.7	25.3	49.3	0.8
2004 FHCS	27.9	24.6	47.0	0.5

<i>26. Managers review and evaluate the organization's progress toward meeting its goals and objectives.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	37.0	27.8	26.2	9.0
2006 FHCS	38.2	26.1	25.1	10.6
2004 FHCS	37.4	27.3	27.2	8.0

<i>27. Employees are protected from health and safety hazards on the job.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	57.8	20.7	19.5	2.0
2006 FHCS	57.9	21.1	18.5	2.5
2004 FHCS	60.6	19.9	18.2	1.4

<i>28. Employees have a feeling of personal empowerment with respect to work processes.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	33.2	27.1	37.0	2.7
2006 FHCS	30.7	27.6	37.9	3.9
2004 FHCS	33.4	25.2	37.0	4.5

<i>29. My workload is reasonable.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	57.0	16.7	25.8	0.5
2006 FHCS	51.6	17.0	30.8	0.7
2004 FHCS	53.9	15.0	29.7	1.4

<i>30. Managers communicate the goals and priorities of the organization.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	44.8	21.6	32.6	1.0
2006 FHCS	41.4	25.2	31.7	1.7
2004 FHCS	42.7	22.7	33.1	1.5

<i>31. My organization has prepared employees for potential security threats.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	43.8	22.3	31.6	2.4
2006 FHCS	51.5	21.0	24.3	3.2
2004 FHCS	58.2	19.4	20.9	1.5

<i>32. My job matches the roles and responsibilities for which I was hired.</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	60.3	14.2	25.5
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

<i>33. My supervisor provides me with constructive suggestions to improve my job performance.</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	50.4	25.3	24.2
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

<i>34. Employees are rewarded for providing high quality products and services to their customers.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	29.9	32.7	37.3	0.0
2006 FHCS	25.6	24.6	45.5	4.3
2004 FHCS	26.3	25.1	42.2	6.4

<i>35. I am held accountable for achieving results.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	72.8	17.7	9.5	NA
2006 FHCS	71.9	18.3	9.3	0.5
2004 FHCS	74.5	15.6	8.8	1.0

36. Awards in my work unit depend on how well employees perform their jobs.	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	37.5	24.9	37.7	NA
2006 FHCS	26.9	23.6	43.6	5.9
2004 FHCS	33.0	20.9	40.2	5.9

37. Employees receive timely information about employee development programs and opportunities.	Percent		
	Positive	Neutral	Negative
2007 DHS AES	35.3	26.4	38.3
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

38. I know how to contact EEO Representatives in my component (For purposes of this question - Equal Employment Opportunity (EEO) representatives are EEO Counselors and Special Emphasis Program Managers).	Percent		
	Positive	Neutral	Negative
2007 DHS AES	66.3	15.6	18.1
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

39. Discrimination is not tolerated in my workplace.	Percent		
	Positive	Neutral	Negative
2007 DHS AES	67.8	17.7	14.5
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

40. I would recommend DHS as a place to work.	Percent		
	Positive	Neutral	Negative
2007 DHS AES	52.4	22.8	24.8
2006 FHCS	49.1	23.0	27.9
2004 FHCS	52.9	22.5	24.6

41. Sexual harassment is not tolerated in my workplace.	Percent		
	Positive	Neutral	Negative
2007 DHS AES	79.6	14.0	6.4
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

<i>42a. In the past year I have seen improvement in the following area: Communication.</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	37.4	25.8	36.8
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

<i>42b. In the past year I have seen improvement in the following area: Leadership.</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	33.6	23.9	42.5
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

<i>42c. In the past year I have seen improvement in the following area: Performance (i.e. appraisal, dealing with poor performers, etc.).</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	26.8	32.1	41.1
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

<i>42d. In the past year I have seen improvement in the following area: Recognition and Awards.</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	34.4	27.0	38.5
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

<i>42e. In the past year I have seen improvement in the following area: Resources (i.e. people, equipment, supplies).</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	39.7	18.9	41.4
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

<i>42f. In the past year I have seen improvement in the following area: Supervision.</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	38.7	27.1	34.2
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

<i>42g. In the past year I have seen improvement in the following area: Training.</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	34.2	26.4	39.4
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

<i>42h. In the past year I have seen improvement in the following area: Work Life Programs (i.e. Telework, alternative work schedules, access to Employee Assistance Programs).</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	22.2	35.7	42.1
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

<i>42i. In the past year I have seen improvement in the following area: Work Space (i.e. facilities, lighting, ventilation).</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	33.1	28.2	38.8
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

<i>43. My organization supports my participation in volunteer activities.</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	29.4	54.3	16.3
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

<i>44. Instructions on how to do my job such as Standard Operating Procedures are available to me.</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	51.0	22.0	27.0
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

<i>45. Turnover of personnel has affected my work unit's ability to achieve objectives.</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	48.2	28.1	23.8
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

<i>46. I receive the weekly DHS Today newsletter.</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	75.6	12.6	11.8
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

<i>47. I read most of the news in DHS Today.</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	42.7	25.3	32.0
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

<i>48. I regularly access the DHS Online Intranet.</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	50.8	21.7	27.6
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

49. From the following list, indicate which employee communication topic is most important to you and which is least important to you:

See page 45 for results.

<i>50. How satisfied are you with the information you receive from management on what's going on in your organization?</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	33.2	24.0	42.8
2006 FHCS	29.7	24.8	45.5
2004 FHCS	31.4	21.1	47.6

<i>51. How satisfied are you with your involvement in decisions that affect your work?</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	30.6	24.1	45.3
2006 FHCS	43.8	22.2	34.0
2004 FHCS	41.7	24.1	34.2

<i>52. How satisfied are you with your opportunity to get a better job in your organization?</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	32.2	27.5	40.3
2006 FHCS	27.4	30.9	41.8
2004 FHCS	30.3	25.4	44.3

<i>53. How satisfied are you with the recognition you receive for doing a good job?</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	42.8	22.7	34.5
2006 FHCS	35.7	26.4	38.0
2004 FHCS	38.4	23.8	37.8

<i>54a. How satisfied are you with the policies and practices of your senior leaders?</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	30.0	25.7	44.3
2006 FHCS	28.2	29.4	42.4
2004 FHCS	31.5	24.9	43.7

<i>54b. How satisfied are you with the policies and practices of senior leadership in your component?</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	34.1	25.5	40.3
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

<i>55. How satisfied are you with the training you receive for your present job?</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	38.0	24.3	37.5
2006 FHCS	38.4	21.4	40.2
2004 FHCS	42.8	24.3	32.9

<i>56. Considering everything, how satisfied are you with your job?</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	55.5	19.5	25.0
2006 FHCS	56.4	19.9	23.7
2004 FHCS	58.1	18.5	23.2

<i>57. Considering everything, how satisfied are you with your pay?</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	62.8	15.7	21.4
2006 FHCS	62.8	19.2	18.0
2004 FHCS	60.3	16.4	23.4

<i>58. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	62.0	20.0	17.9
2006 FHCS	61.3	23.1	15.5
2004 FHCS	61.4	23.0	15.5

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Subcomponent Comparisons

The following table presents the number of employees that participated in the 2007 DHS Employee Survey for each subcomponent. These counts will vary slightly for each survey item since employees were given the option of skipping any item on the survey.

Office of...	N	Office of...	N
Immigration and Customs Enforcement	6,959	State/Local Coordination	134
The Assistant Secretary	1,198	Public Affairs	64
Professional Responsibility	417	The Deputy Assistant Secretary, Operations	2,149
Policy & Planning	60	The Deputy Assistant Secretary, Management	244
Congressional Relations	21	Missing, no subcomponent indicated	2,672

This section of the report is a summary of employee responses to the 2007 DHS Annual Employee Survey. Question-level results have been calculated for each of your subcomponent organizations. They are presented in this report according to the question order in the survey and have been grouped into Positive, Neutral, Negative, and Do Not Know/No Basis to Judge (as applicable) categories; NR indicates results that are not reported due to insufficient sample size (less than 10 employees).

<i>1. The people I work with cooperate to get the job done.</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	77.4	11.8	10.8
Immigration and Customs Enforcement	76.6	11.1	12.3
Office of the Assistant Secretary	78.4	9.9	11.8
Office of Professional Responsibility	77.2	12.3	10.5
Office of Policy & Planning	76.9	17.5	5.6
Office of Congressional Relations	82.0	13.3	4.7
Office of State/Local Coordination	77.3	10.6	12.2
Office of Public Affairs	83.6	6.5	9.9
Office of the Deputy Assistant Secretary, Operations	76.8	10.5	12.7
Office of the Deputy Assistant Secretary, Management	77.5	12.1	10.4

<i>2. I am given a real opportunity to improve my skills in my organization.</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	50.5	20.3	29.1
Immigration and Customs Enforcement	46.8	21.1	32.1
Office of the Assistant Secretary	49.2	21.4	29.4
Office of Professional Responsibility	52.2	20.6	27.1
Office of Policy & Planning	64.0	10.5	25.5
Office of Congressional Relations	39.6	15.1	45.3
Office of State/Local Coordination	57.0	18.2	24.8
Office of Public Affairs	47.5	16.8	35.6
Office of the Deputy Assistant Secretary, Operations	44.3	21.7	34.0
Office of the Deputy Assistant Secretary, Management	57.3	17.4	25.3

<i>3. My work gives me a feeling of personal accomplishment.</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	64.5	16.8	18.6
Immigration and Customs Enforcement	63.1	15.5	21.3
Office of the Assistant Secretary	66.8	13.0	20.3
Office of Professional Responsibility	65.1	16.5	18.4
Office of Policy & Planning	72.5	6.5	21.0
Office of Congressional Relations	55.4	3.8	40.8
Office of State/Local Coordination	70.1	11.2	18.7
Office of Public Affairs	65.1	22.3	12.6
Office of the Deputy Assistant Secretary, Operations	62.0	15.3	22.7
Office of the Deputy Assistant Secretary, Management	66.0	19.6	14.3

<i>4. I like the kind of work I do.</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	80.0	12.6	7.4
Immigration and Customs Enforcement	77.2	12.3	10.6
Office of the Assistant Secretary	79.0	10.4	10.6
Office of Professional Responsibility	78.6	11.3	10.1
Office of Policy & Planning	78.5	10.0	11.5
Office of Congressional Relations	58.2	22.2	19.7
Office of State/Local Coordination	84.6	6.3	9.1
Office of Public Affairs	71.7	19.9	8.5
Office of the Deputy Assistant Secretary, Operations	76.1	12.7	11.1
Office of the Deputy Assistant Secretary, Management	81.0	12.5	6.4

<i>5. I have trust and confidence in my supervisor.</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	58.3	18.8	22.9
Immigration and Customs Enforcement	59.1	17.1	23.8
Office of the Assistant Secretary	61.0	17.3	21.7
Office of Professional Responsibility	58.0	21.5	20.5
Office of Policy & Planning	72.5	9.6	17.9
Office of Congressional Relations	61.4	13.1	25.5
Office of State/Local Coordination	64.3	17.6	18.2
Office of Public Affairs	65.4	22.5	12.1
Office of the Deputy Assistant Secretary, Operations	57.2	16.6	26.2
Office of the Deputy Assistant Secretary, Management	61.7	18.0	20.4

6. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	63.0	17.2	19.1	0.6
Immigration and Customs Enforcement	54.6	18.9	25.5	1.1
Office of the Assistant Secretary	56.2	16.9	26.3	0.6
Office of Professional Responsibility	64.8	16.7	17.6	0.9
Office of Policy & Planning	76.1	8.9	11.0	4.1
Office of Congressional Relations	48.2	20.8	27.7	3.3
Office of State/Local Coordination	64.7	19.5	13.4	2.4
Office of Public Affairs	74.8	16.8	8.4	0.0
Office of the Deputy Assistant Secretary, Operations	50.7	19.9	28.2	1.1
Office of the Deputy Assistant Secretary, Management	59.6	19.3	19.8	1.3

7. My work unit is able to recruit people with the right skills.	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	36.5	29.2	31.5	2.8
Immigration and Customs Enforcement	37.2	26.4	33.0	3.4
Office of the Assistant Secretary	39.3	27.0	31.2	2.5
Office of Professional Responsibility	50.7	24.2	23.0	2.3
Office of Policy & Planning	51.4	17.7	27.5	3.3
Office of Congressional Relations	42.6	13.3	37.1	6.9
Office of State/Local Coordination	45.4	26.3	21.0	7.4
Office of Public Affairs	58.0	19.5	11.6	10.8
Office of the Deputy Assistant Secretary, Operations	33.5	26.4	36.8	3.2
Office of the Deputy Assistant Secretary, Management	47.4	21.1	28.8	2.7

<i>8. I know how my work relates to the agency's goals and priorities.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	80.0	11.0	8.4	0.6
Immigration and Customs Enforcement	71.3	13.1	14.4	1.2
Office of the Assistant Secretary	72.1	12.6	14.3	1.1
Office of Professional Responsibility	78.8	11.6	8.6	1.0
Office of Policy & Planning	84.1	8.2	3.8	3.9
Office of Congressional Relations	78.1	12.3	9.6	0.0
Office of State/Local Coordination	77.7	10.4	11.0	0.9
Office of Public Affairs	89.6	9.6	0.8	0.0
Office of the Deputy Assistant Secretary, Operations	70.0	13.0	15.8	1.2
Office of the Deputy Assistant Secretary, Management	85.4	9.1	4.8	0.7

<i>9. The work I do is important.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	90.5	5.9	3.3	0.3
Immigration and Customs Enforcement	84.3	8.7	6.5	0.5
Office of the Assistant Secretary	85.6	7.7	6.2	0.5
Office of Professional Responsibility	89.8	5.5	3.9	0.9
Office of Policy & Planning	86.7	6.4	5.3	1.7
Office of Congressional Relations	83.5	11.6	4.9	0.0
Office of State/Local Coordination	90.4	5.3	4.3	0.0
Office of Public Affairs	92.5	5.7	1.8	0.0
Office of the Deputy Assistant Secretary, Operations	83.6	9.4	6.6	0.4
Office of the Deputy Assistant Secretary, Management	88.3	9.0	2.0	0.7

10. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	55.9	15.2	28.0	0.7
Immigration and Customs Enforcement	63.4	12.7	23.1	0.8
Office of the Assistant Secretary	64.8	13.3	21.2	0.7
Office of Professional Responsibility	68.5	11.3	19.3	0.8
Office of Policy & Planning	72.8	8.7	16.2	2.4
Office of Congressional Relations	59.3	13.2	27.4	0.0
Office of State/Local Coordination	63.5	15.1	18.6	2.9
Office of Public Affairs	62.1	13.9	22.3	1.7
Office of the Deputy Assistant Secretary, Operations	62.0	12.1	25.4	0.5
Office of the Deputy Assistant Secretary, Management	68.0	10.0	22.0	0.0

11. Supervisors/team leaders in my work unit support employee development.	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	51.2	20.1	27.3	1.3
Immigration and Customs Enforcement	52.7	19.2	26.6	1.4
Office of the Assistant Secretary	55.3	18.6	24.8	1.2
Office of Professional Responsibility	56.2	19.2	24.2	0.4
Office of Policy & Planning	62.2	12.8	22.5	2.6
Office of Congressional Relations	52.2	18.7	29.2	0.0
Office of State/Local Coordination	57.3	20.0	18.7	4.0
Office of Public Affairs	45.8	22.9	28.4	2.8
Office of the Deputy Assistant Secretary, Operations	50.9	20.2	27.5	1.4
Office of the Deputy Assistant Secretary, Management	59.0	18.9	20.8	1.4

<i>12. My talents are used well in the workplace.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	51.5	18.8	28.6	1.0
Immigration and Customs Enforcement	53.6	18.3	27.0	1.1
Office of the Assistant Secretary	57.7	16.8	24.3	1.1
Office of Professional Responsibility	60.1	17.3	21.7	1.0
Office of Policy & Planning	65.4	5.0	27.1	2.6
Office of Congressional Relations	67.5	0.0	32.5	0.0
Office of State/Local Coordination	55.8	21.1	20.9	2.2
Office of Public Affairs	65.8	13.7	19.0	1.5
Office of the Deputy Assistant Secretary, Operations	51.2	17.7	30.1	1.1
Office of the Deputy Assistant Secretary, Management	60.3	16.8	22.9	0.0

<i>13. My training needs are assessed.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	44.7	23.6	30.3	1.3
Immigration and Customs Enforcement	36.6	24.1	37.6	1.7
Office of the Assistant Secretary	38.8	24.9	35.0	1.3
Office of Professional Responsibility	46.6	23.4	28.5	1.5
Office of Policy & Planning	52.8	16.9	27.7	2.6
Office of Congressional Relations	53.4	22.5	24.1	0.0
Office of State/Local Coordination	48.8	21.6	26.5	3.1
Office of Public Affairs	40.3	23.1	33.8	2.8
Office of the Deputy Assistant Secretary, Operations	32.0	24.5	41.9	1.7
Office of the Deputy Assistant Secretary, Management	45.5	25.5	27.9	1.1

<i>14. Promotions in my work unit are based on merit.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	25.1	24.5	45.2	5.1
Immigration and Customs Enforcement	26.9	25.2	41.9	6.1
Office of the Assistant Secretary	30.4	26.1	38.9	4.6
Office of Professional Responsibility	32.2	22.0	39.6	6.2
Office of Policy & Planning	40.4	24.4	28.3	6.9
Office of Congressional Relations	28.1	22.7	42.2	6.9
Office of State/Local Coordination	26.4	29.7	35.3	8.6
Office of Public Affairs	32.1	30.2	31.8	5.9
Office of the Deputy Assistant Secretary, Operations	25.5	25.5	43.2	5.8
Office of the Deputy Assistant Secretary, Management	41.1	24.6	28.2	6.2

<i>15. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	25.5	23.4	45.8	5.4
Immigration and Customs Enforcement	23.9	25.5	43.6	7.0
Office of the Assistant Secretary	26.7	25.9	40.7	6.7
Office of Professional Responsibility	30.9	28.0	33.0	8.1
Office of Policy & Planning	35.2	25.2	30.1	9.3
Office of Congressional Relations	22.7	18.1	52.5	6.6
Office of State/Local Coordination	28.2	24.1	38.9	8.7
Office of Public Affairs	38.9	27.1	25.0	8.9
Office of the Deputy Assistant Secretary, Operations	22.4	24.9	46.8	5.9
Office of the Deputy Assistant Secretary, Management	30.2	24.0	37.3	8.5

16. Creativity and innovation are rewarded.	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	29.1	26.1	41.6	3.2
Immigration and Customs Enforcement	31.8	24.6	40.3	3.4
Office of the Assistant Secretary	36.1	25.1	36.2	2.5
Office of Professional Responsibility	35.3	25.3	34.5	4.9
Office of Policy & Planning	49.5	21.4	24.6	4.4
Office of Congressional Relations	33.8	15.4	50.8	0.0
Office of State/Local Coordination	33.9	21.7	39.5	4.9
Office of Public Affairs	30.1	23.6	37.1	9.2
Office of the Deputy Assistant Secretary, Operations	31.9	24.0	41.4	2.8
Office of the Deputy Assistant Secretary, Management	45.4	24.5	28.8	1.4

17. In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (e.g., Fully Successful, Outstanding).	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	61.6	15.0	18.0	5.4
Immigration and Customs Enforcement	63.5	13.9	17.1	5.6
Office of the Assistant Secretary	66.5	13.6	16.3	3.6
Office of Professional Responsibility	63.6	15.6	13.6	7.2
Office of Policy & Planning	72.8	13.2	10.4	3.7
Office of Congressional Relations	66.8	12.3	17.3	3.6
Office of State/Local Coordination	65.8	16.4	11.9	5.9
Office of Public Affairs	53.5	22.1	15.8	8.7
Office of the Deputy Assistant Secretary, Operations	61.9	13.0	19.0	6.1
Office of the Deputy Assistant Secretary, Management	68.5	10.7	13.8	7.0

18. In my work unit, differences in performance are recognized in a meaningful way.	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	28.5	27.0	41.6	2.9
Immigration and Customs Enforcement	32.3	26.2	37.7	3.9
Office of the Assistant Secretary	36.4	26.8	33.4	3.4
Office of Professional Responsibility	38.4	27.0	29.8	4.9
Office of Policy & Planning	55.5	15.3	29.3	0.0
Office of Congressional Relations	37.8	13.5	42.1	6.6
Office of State/Local Coordination	39.4	22.4	31.5	6.7
Office of Public Affairs	35.5	26.9	29.6	8.0
Office of the Deputy Assistant Secretary, Operations	30.4	26.1	40.7	2.9
Office of the Deputy Assistant Secretary, Management	44.7	24.1	28.1	3.1

19. Pay raises depend on how well employees perform their jobs.	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	17.6	23.0	54.5	4.8
Immigration and Customs Enforcement	13.6	25.9	54.6	5.9
Office of the Assistant Secretary	14.6	27.1	53.7	4.6
Office of Professional Responsibility	20.9	26.6	45.3	7.2
Office of Policy & Planning	29.1	26.4	35.8	8.7
Office of Congressional Relations	14.1	8.9	62.4	14.7
Office of State/Local Coordination	22.3	24.0	46.5	7.2
Office of Public Affairs	10.3	37.1	46.6	6.0
Office of the Deputy Assistant Secretary, Operations	12.0	25.5	57.5	5.0
Office of the Deputy Assistant Secretary, Management	26.5	26.7	39.4	7.4

20. My performance appraisal is a fair reflection of my performance.	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	52.3	20.3	24.2	3.2
Immigration and Customs Enforcement	59.6	19.0	17.6	3.9
Office of the Assistant Secretary	61.6	17.7	17.9	2.9
Office of Professional Responsibility	58.0	20.6	16.6	4.7
Office of Policy & Planning	61.2	19.1	18.5	1.3
Office of Congressional Relations	71.2	8.7	16.6	3.6
Office of State/Local Coordination	66.1	16.8	13.4	3.6
Office of Public Affairs	64.4	16.0	18.4	1.2
Office of the Deputy Assistant Secretary, Operations	57.8	18.7	18.7	4.8
Office of the Deputy Assistant Secretary, Management	65.1	14.3	13.5	7.1

21. Discussions with my supervisor/team leader about my performance are worthwhile.	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	49.9	24.2	23.8	2.2
Immigration and Customs Enforcement	51.5	24.1	21.8	2.6
Office of the Assistant Secretary	52.5	22.7	22.0	2.9
Office of Professional Responsibility	52.0	24.6	20.1	3.3
Office of Policy & Planning	62.5	16.1	20.2	1.3
Office of Congressional Relations	48.4	17.5	25.6	8.6
Office of State/Local Coordination	57.7	20.6	19.8	1.8
Office of Public Affairs	52.6	28.9	18.5	0.0
Office of the Deputy Assistant Secretary, Operations	49.5	24.8	22.8	3.0
Office of the Deputy Assistant Secretary, Management	59.5	20.3	17.6	2.6

22. <i>Managers/supervisors/team leaders work well with employees of different backgrounds.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	52.8	22.2	23.0	2.0
Immigration and Customs Enforcement	53.8	21.0	23.0	2.2
Office of the Assistant Secretary	54.6	19.9	23.1	2.4
Office of Professional Responsibility	52.9	23.1	22.6	1.6
Office of Policy & Planning	69.2	17.7	11.7	1.3
Office of Congressional Relations	65.0	4.2	26.0	4.9
Office of State/Local Coordination	57.9	23.7	17.5	0.9
Office of Public Affairs	55.0	27.2	11.2	6.6
Office of the Deputy Assistant Secretary, Operations	54.2	20.0	23.6	2.3
Office of the Deputy Assistant Secretary, Management	56.5	20.2	22.2	1.1

23. <i>My supervisor supports my need to balance work and family issues.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	62.2	17.9	18.3	1.6
Immigration and Customs Enforcement	72.2	13.5	13.1	1.2
Office of the Assistant Secretary	72.8	12.6	12.9	1.7
Office of Professional Responsibility	70.8	14.2	13.8	1.2
Office of Policy & Planning	64.8	19.8	15.4	0.0
Office of Congressional Relations	71.9	13.5	14.6	0.0
Office of State/Local Coordination	77.0	12.8	8.1	2.1
Office of Public Affairs	81.1	3.1	14.7	1.1
Office of the Deputy Assistant Secretary, Operations	71.9	13.3	13.8	1.0
Office of the Deputy Assistant Secretary, Management	73.7	12.0	12.9	1.3

<i>24. I have a high level of respect for my organization's senior leaders.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	42.3	22.4	34.5	0.8
Immigration and Customs Enforcement	38.8	21.6	38.6	1.0
Office of the Assistant Secretary	40.7	21.5	36.8	1.0
Office of Professional Responsibility	47.8	19.6	32.1	0.6
Office of Policy & Planning	57.9	16.9	21.7	3.5
Office of Congressional Relations	61.6	13.2	25.2	0.0
Office of State/Local Coordination	52.9	17.5	27.3	2.2
Office of Public Affairs	56.3	28.2	15.5	0.0
Office of the Deputy Assistant Secretary, Operations	35.4	21.9	41.7	1.0
Office of the Deputy Assistant Secretary, Management	49.6	17.5	31.2	1.7

<i>25. In my organization, leaders generate high levels of motivation and commitment in the workforce.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	29.2	24.8	45.1	0.9
Immigration and Customs Enforcement	28.0	23.9	47.0	1.1
Office of the Assistant Secretary	30.5	23.4	44.9	1.3
Office of Professional Responsibility	37.3	23.6	38.3	0.9
Office of Policy & Planning	48.8	22.0	29.2	0.0
Office of Congressional Relations	46.0	12.3	41.7	0.0
Office of State/Local Coordination	42.9	20.8	33.2	3.1
Office of Public Affairs	39.3	31.2	28.3	1.1
Office of the Deputy Assistant Secretary, Operations	24.8	24.1	50.0	1.0
Office of the Deputy Assistant Secretary, Management	43.2	21.0	34.5	1.4

26. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	38.4	28.2	24.8	8.7
Immigration and Customs Enforcement	37.0	27.8	26.2	9.0
Office of the Assistant Secretary	40.8	26.1	25.1	7.9
Office of Professional Responsibility	48.5	23.8	22.6	5.0
Office of Policy & Planning	60.2	20.0	16.8	3.0
Office of Congressional Relations	30.8	22.4	37.3	9.6
Office of State/Local Coordination	47.3	30.6	16.2	5.9
Office of Public Affairs	48.8	20.5	14.9	15.8
Office of the Deputy Assistant Secretary, Operations	34.2	27.5	28.6	9.7
Office of the Deputy Assistant Secretary, Management	51.4	28.6	13.5	6.5

27. Employees are protected from health and safety hazards on the job.	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	54.8	19.6	24.4	1.2
Immigration and Customs Enforcement	57.8	20.7	19.5	2.0
Office of the Assistant Secretary	61.5	19.2	17.4	1.9
Office of Professional Responsibility	60.8	19.0	18.7	1.5
Office of Policy & Planning	60.8	23.7	15.6	0.0
Office of Congressional Relations	52.7	12.3	31.7	3.3
Office of State/Local Coordination	57.3	17.7	19.8	5.2
Office of Public Affairs	62.6	18.7	16.9	1.8
Office of the Deputy Assistant Secretary, Operations	57.6	20.9	19.5	1.9
Office of the Deputy Assistant Secretary, Management	70.7	19.5	8.8	1.0

28. <i>Employees have a feeling of personal empowerment with respect to work processes.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	32.5	27.0	38.4	2.0
Immigration and Customs Enforcement	33.2	27.1	37.0	2.7
Office of the Assistant Secretary	35.0	25.6	36.2	3.1
Office of Professional Responsibility	42.6	24.3	30.1	3.0
Office of Policy & Planning	48.1	30.1	21.8	0.0
Office of Congressional Relations	37.7	20.5	33.5	8.3
Office of State/Local Coordination	43.0	27.4	26.0	3.6
Office of Public Affairs	44.5	35.2	15.7	4.7
Office of the Deputy Assistant Secretary, Operations	32.1	27.3	38.4	2.1
Office of the Deputy Assistant Secretary, Management	44.6	27.9	27.5	0.0

29. <i>My workload is reasonable.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	61.5	16.1	22.0	0.4
Immigration and Customs Enforcement	57.0	16.7	25.8	0.5
Office of the Assistant Secretary	58.4	15.4	25.7	0.4
Office of Professional Responsibility	61.8	19.7	17.6	0.9
Office of Policy & Planning	69.4	14.9	15.7	0.0
Office of Congressional Relations	67.1	19.2	13.7	0.0
Office of State/Local Coordination	61.3	18.0	19.0	1.8
Office of Public Affairs	55.1	18.4	26.6	0.0
Office of the Deputy Assistant Secretary, Operations	54.2	16.2	29.2	0.4
Office of the Deputy Assistant Secretary, Management	57.9	17.0	24.0	1.2

<i>30. Managers communicate the goals and priorities of the organization.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	48.2	21.9	28.8	1.0
Immigration and Customs Enforcement	44.8	21.6	32.6	1.0
Office of the Assistant Secretary	46.8	21.0	31.4	0.7
Office of Professional Responsibility	51.7	20.6	25.9	1.8
Office of Policy & Planning	62.6	19.9	17.5	0.0
Office of Congressional Relations	45.2	21.3	33.5	0.0
Office of State/Local Coordination	55.0	22.1	19.8	3.0
Office of Public Affairs	60.3	21.4	18.2	0.0
Office of the Deputy Assistant Secretary, Operations	42.1	21.9	35.2	0.8
Office of the Deputy Assistant Secretary, Management	54.8	19.9	24.0	1.3

<i>31. My organization has prepared employees for potential security threats.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	56.5	20.0	22.3	1.3
Immigration and Customs Enforcement	43.8	22.3	31.6	2.4
Office of the Assistant Secretary	47.2	20.6	29.8	2.4
Office of Professional Responsibility	51.0	21.8	24.9	2.4
Office of Policy & Planning	66.2	15.0	16.3	2.5
Office of Congressional Relations	45.0	4.5	41.8	8.7
Office of State/Local Coordination	54.1	19.0	24.3	2.5
Office of Public Affairs	66.9	22.7	10.5	0.0
Office of the Deputy Assistant Secretary, Operations	41.3	23.0	33.5	2.2
Office of the Deputy Assistant Secretary, Management	52.3	25.8	19.7	2.2

32. My job matches the roles and responsibilities for which I was hired.	Percent		
	Positive	Neutral	Negative
DHS-wide	69.4	13.2	17.4
Immigration and Customs Enforcement	60.3	14.2	25.5
Office of the Assistant Secretary	63.1	13.2	23.7
Office of Professional Responsibility	63.5	15.9	20.6
Office of Policy & Planning	67.3	13.1	19.6
Office of Congressional Relations	43.5	28.4	28.0
Office of State/Local Coordination	67.1	14.7	18.3
Office of Public Affairs	67.1	20.9	12.0
Office of the Deputy Assistant Secretary, Operations	58.1	14.2	27.7
Office of the Deputy Assistant Secretary, Management	70.4	11.4	18.2

33. My supervisor provides me with constructive suggestions to improve my job performance.	Percent		
	Positive	Neutral	Negative
DHS-wide	50.5	24.9	24.5
Immigration and Customs Enforcement	50.4	25.3	24.2
Office of the Assistant Secretary	51.7	24.9	23.3
Office of Professional Responsibility	52.8	25.7	21.6
Office of Policy & Planning	61.8	15.9	22.2
Office of Congressional Relations	51.8	27.0	21.3
Office of State/Local Coordination	55.4	24.0	20.6
Office of Public Affairs	58.6	18.7	22.7
Office of the Deputy Assistant Secretary, Operations	48.9	24.6	26.5
Office of the Deputy Assistant Secretary, Management	56.1	20.2	23.7

34. <i>Employees are rewarded for providing high quality products and services to their customers.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	27.5	29.6	42.9	0.0
Immigration and Customs Enforcement	29.9	32.7	37.3	0.0
Office of the Assistant Secretary	33.6	31.6	34.8	0.0
Office of Professional Responsibility	34.0	35.6	30.4	0.0
Office of Policy & Planning	55.6	20.8	23.6	0.0
Office of Congressional Relations	40.6	22.1	37.3	0.0
Office of State/Local Coordination	32.3	32.3	35.4	0.0
Office of Public Affairs	32.2	30.3	37.5	0.0
Office of the Deputy Assistant Secretary, Operations	29.2	31.4	39.4	0.0
Office of the Deputy Assistant Secretary, Management	48.2	26.0	25.8	0.0

35. <i>I am held accountable for achieving results.</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	69.3	20.0	10.7
Immigration and Customs Enforcement	72.8	17.7	9.5
Office of the Assistant Secretary	74.0	17.0	9.0
Office of Professional Responsibility	78.7	14.6	6.7
Office of Policy & Planning	86.3	10.6	3.1
Office of Congressional Relations	74.6	14.1	11.3
Office of State/Local Coordination	75.4	20.0	4.5
Office of Public Affairs	67.1	22.3	10.7
Office of the Deputy Assistant Secretary, Operations	71.7	18.2	10.2
Office of the Deputy Assistant Secretary, Management	79.8	14.3	5.8

<i>36. Awards in my work unit depend on how well employees perform their jobs.</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	31.4	26.3	42.2
Immigration and Customs Enforcement	37.5	24.9	37.7
Office of the Assistant Secretary	43.5	23.2	33.2
Office of Professional Responsibility	41.4	26.9	31.7
Office of Policy & Planning	64.6	16.8	18.6
Office of Congressional Relations	32.8	31.3	35.9
Office of State/Local Coordination	40.4	25.5	34.1
Office of Public Affairs	39.1	29.8	31.2
Office of the Deputy Assistant Secretary, Operations	36.2	24.8	39.0
Office of the Deputy Assistant Secretary, Management	45.3	27.8	26.9

<i>37. Employees receive timely information about employee development programs and opportunities.</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	39.4	25.3	35.3
Immigration and Customs Enforcement	35.3	26.4	38.3
Office of the Assistant Secretary	38.7	25.2	36.1
Office of Professional Responsibility	38.9	28.0	33.0
Office of Policy & Planning	53.9	18.4	27.7
Office of Congressional Relations	49.1	8.3	42.5
Office of State/Local Coordination	42.2	21.9	35.9
Office of Public Affairs	28.4	36.8	34.8
Office of the Deputy Assistant Secretary, Operations	34.2	26.0	39.8
Office of the Deputy Assistant Secretary, Management	49.4	23.1	27.5

38. I know how to contact EEO Representatives in my component (For purposes of this question -- Equal Employment Opportunity (EEO) representatives are EEO Counselors and Special Emphasis Program Managers).	Percent		
	Positive	Neutral	Negative
DHS-wide	67.3	15.3	17.4
Immigration and Customs Enforcement	66.3	15.6	18.1
Office of the Assistant Secretary	67.8	15.0	17.2
Office of Professional Responsibility	70.3	14.6	15.1
Office of Policy & Planning	64.6	22.6	12.8
Office of Congressional Relations	64.0	5.5	30.4
Office of State/Local Coordination	68.2	17.2	14.6
Office of Public Affairs	63.3	23.6	13.0
Office of the Deputy Assistant Secretary, Operations	66.5	14.6	18.8
Office of the Deputy Assistant Secretary, Management	73.2	13.9	12.8

39. Discrimination is not tolerated in my workplace.	Percent		
	Positive	Neutral	Negative
DHS-wide	65.9	18.3	15.8
Immigration and Customs Enforcement	67.8	17.7	14.5
Office of the Assistant Secretary	69.9	15.4	14.7
Office of Professional Responsibility	63.1	20.1	16.8
Office of Policy & Planning	67.0	20.6	12.3
Office of Congressional Relations	61.1	22.6	16.2
Office of State/Local Coordination	68.3	17.9	13.7
Office of Public Affairs	69.6	21.2	9.2
Office of the Deputy Assistant Secretary, Operations	69.5	17.4	13.0
Office of the Deputy Assistant Secretary, Management	63.9	19.4	16.6

<i>40. I would recommend DHS as a place to work.</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	54.1	24.4	21.5
Immigration and Customs Enforcement	52.4	22.8	24.8
Office of the Assistant Secretary	54.5	20.4	25.1
Office of Professional Responsibility	57.2	22.8	20.0
Office of Policy & Planning	62.7	15.9	21.3
Office of Congressional Relations	51.9	21.3	26.8
Office of State/Local Coordination	63.2	24.8	12.0
Office of Public Affairs	62.9	18.3	18.8
Office of the Deputy Assistant Secretary, Operations	51.1	21.8	27.2
Office of the Deputy Assistant Secretary, Management	57.3	24.3	18.4

<i>41. Sexual harassment is not tolerated in my workplace.</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	76.5	14.8	8.7
Immigration and Customs Enforcement	79.6	14.0	6.4
Office of the Assistant Secretary	82.3	12.3	5.4
Office of Professional Responsibility	79.7	13.2	7.0
Office of Policy & Planning	78.8	10.8	10.4
Office of Congressional Relations	74.6	12.3	13.2
Office of State/Local Coordination	82.0	10.3	7.7
Office of Public Affairs	84.0	13.2	2.8
Office of the Deputy Assistant Secretary, Operations	79.7	14.4	5.9
Office of the Deputy Assistant Secretary, Management	84.5	12.7	2.7

<i>42a. In the past year I have seen improvement in the following area: Communication.</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	39.6	27.0	33.4
Immigration and Customs Enforcement	37.4	25.8	36.8
Office of the Assistant Secretary	43.1	23.2	33.7
Office of Professional Responsibility	44.4	26.5	29.2
Office of Policy & Planning	51.0	25.9	23.1
Office of Congressional Relations	42.2	22.9	34.8
Office of State/Local Coordination	49.9	24.6	25.5
Office of Public Affairs	44.9	30.0	25.1
Office of the Deputy Assistant Secretary, Operations	34.2	25.7	40.0
Office of the Deputy Assistant Secretary, Management	52.0	18.9	29.1

<i>42b. In the past year I have seen improvement in the following area: Leadership.</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	34.4	26.5	39.0
Immigration and Customs Enforcement	33.6	23.9	42.5
Office of the Assistant Secretary	37.5	22.6	39.9
Office of Professional Responsibility	41.4	23.3	35.3
Office of Policy & Planning	46.5	28.9	24.6
Office of Congressional Relations	47.2	18.0	34.8
Office of State/Local Coordination	45.9	23.2	31.0
Office of Public Affairs	36.6	39.9	23.4
Office of the Deputy Assistant Secretary, Operations	30.4	23.9	45.8
Office of the Deputy Assistant Secretary, Management	49.6	17.3	33.1

<i>42c. In the past year I have seen improvement in the following area: Performance (i.e. appraisal, dealing with poor performers, etc.).</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	27.4	31.1	41.6
Immigration and Customs Enforcement	26.8	32.1	41.1
Office of the Assistant Secretary	29.4	31.4	39.2
Office of Professional Responsibility	36.4	32.7	31.0
Office of Policy & Planning	40.6	31.0	28.4
Office of Congressional Relations	26.4	43.7	29.8
Office of State/Local Coordination	33.9	38.0	28.0
Office of Public Affairs	30.9	44.8	24.2
Office of the Deputy Assistant Secretary, Operations	24.1	31.2	44.7
Office of the Deputy Assistant Secretary, Management	39.4	32.2	28.4

<i>42d. In the past year I have seen improvement in the following area: Recognition and Awards.</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	27.5	29.7	42.8
Immigration and Customs Enforcement	34.4	27.0	38.5
Office of the Assistant Secretary	40.4	26.1	33.4
Office of Professional Responsibility	39.5	26.8	33.7
Office of Policy & Planning	44.9	25.4	29.7
Office of Congressional Relations	27.3	32.8	39.8
Office of State/Local Coordination	39.7	27.1	33.1
Office of Public Affairs	35.1	32.2	32.7
Office of the Deputy Assistant Secretary, Operations	33.2	27.8	38.9
Office of the Deputy Assistant Secretary, Management	46.4	24.7	28.8

<i>42e. In the past year I have seen improvement in the following area: Resources (i.e. people, equipment, supplies).</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	37.4	25.0	37.6
Immigration and Customs Enforcement	39.7	18.9	41.4
Office of the Assistant Secretary	43.8	19.3	36.8
Office of Professional Responsibility	47.1	20.4	32.5
Office of Policy & Planning	56.7	19.2	24.1
Office of Congressional Relations	53.1	26.0	20.9
Office of State/Local Coordination	45.5	18.6	35.9
Office of Public Affairs	44.8	22.0	33.2
Office of the Deputy Assistant Secretary, Operations	37.9	18.7	43.4
Office of the Deputy Assistant Secretary, Management	50.3	16.5	33.1

<i>42f. In the past year I have seen improvement in the following area: Supervision.</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	36.2	29.9	34.0
Immigration and Customs Enforcement	38.7	27.1	34.2
Office of the Assistant Secretary	41.8	26.0	32.2
Office of Professional Responsibility	43.4	26.4	30.2
Office of Policy & Planning	55.2	29.1	15.7
Office of Congressional Relations	46.2	18.4	35.4
Office of State/Local Coordination	47.2	23.4	29.4
Office of Public Affairs	39.5	38.3	22.2
Office of the Deputy Assistant Secretary, Operations	36.2	27.7	36.1
Office of the Deputy Assistant Secretary, Management	50.0	21.7	28.3

<i>42g. In the past year I have seen improvement in the following area: Training.</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	42.1	27.0	30.9
Immigration and Customs Enforcement	34.2	26.4	39.4
Office of the Assistant Secretary	36.7	25.7	37.7
Office of Professional Responsibility	38.2	24.9	36.9
Office of Policy & Planning	48.7	21.3	30.1
Office of Congressional Relations	36.6	29.0	34.3
Office of State/Local Coordination	40.5	27.0	32.4
Office of Public Affairs	41.1	29.0	30.0
Office of the Deputy Assistant Secretary, Operations	31.2	26.6	42.1
Office of the Deputy Assistant Secretary, Management	52.5	23.4	24.2

<i>42h. In the past year I have seen improvement in the following area: Work Life Programs (i.e. Telework, alternative work schedules, access to Employee Assistance Programs).</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	28.5	34.8	36.7
Immigration and Customs Enforcement	22.2	35.7	42.1
Office of the Assistant Secretary	24.9	35.6	39.4
Office of Professional Responsibility	29.8	35.0	35.2
Office of Policy & Planning	42.4	29.4	28.2
Office of Congressional Relations	35.9	23.6	40.4
Office of State/Local Coordination	33.9	34.8	31.3
Office of Public Affairs	32.6	35.7	31.6
Office of the Deputy Assistant Secretary, Operations	17.8	35.6	46.6
Office of the Deputy Assistant Secretary, Management	38.9	31.3	29.8

<i>42i. In the past year I have seen improvement in the following area: Work Space (i.e. facilities, lighting, ventilation).</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	35.3	29.6	35.1
Immigration and Customs Enforcement	33.1	28.2	38.8
Office of the Assistant Secretary	36.6	24.9	38.5
Office of Professional Responsibility	39.0	30.5	30.5
Office of Policy & Planning	45.2	24.1	30.7
Office of Congressional Relations	28.7	20.6	50.7
Office of State/Local Coordination	41.6	25.0	33.4
Office of Public Affairs	34.3	39.0	26.8
Office of the Deputy Assistant Secretary, Operations	29.5	28.7	41.8
Office of the Deputy Assistant Secretary, Management	36.5	32.6	30.9

<i>43. My organization supports my participation in volunteer activities.</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	35.6	47.0	17.4
Immigration and Customs Enforcement	29.4	54.3	16.3
Office of the Assistant Secretary	33.9	50.9	15.1
Office of Professional Responsibility	36.8	49.8	13.4
Office of Policy & Planning	32.0	45.6	22.3
Office of Congressional Relations	38.4	49.2	12.3
Office of State/Local Coordination	38.0	45.2	16.7
Office of Public Affairs	41.6	40.9	17.5
Office of the Deputy Assistant Secretary, Operations	27.9	54.6	17.5
Office of the Deputy Assistant Secretary, Management	36.2	53.1	10.7

44. Instructions on how to do my job such as Standard Operating Procedures are available to me.	Percent		
	Positive	Neutral	Negative
DHS-wide	69.5	15.3	15.2
Immigration and Customs Enforcement	51.0	22.0	27.0
Office of the Assistant Secretary	49.4	23.1	27.6
Office of Professional Responsibility	60.8	18.8	20.3
Office of Policy & Planning	61.0	26.9	12.1
Office of Congressional Relations	50.5	20.0	29.5
Office of State/Local Coordination	57.7	18.8	23.5
Office of Public Affairs	54.9	26.4	18.7
Office of the Deputy Assistant Secretary, Operations	49.3	20.9	29.8
Office of the Deputy Assistant Secretary, Management	47.8	22.4	29.7

45. Turnover of personnel has affected my work unit's ability to achieve objectives.	Percent		
	Positive	Neutral	Negative
DHS-wide	53.3	26.6	20.1
Immigration and Customs Enforcement	48.2	28.1	23.8
Office of the Assistant Secretary	49.1	25.6	25.2
Office of Professional Responsibility	39.6	36.1	24.3
Office of Policy & Planning	51.1	20.5	28.4
Office of Congressional Relations	58.6	22.0	19.5
Office of State/Local Coordination	38.3	37.5	24.3
Office of Public Affairs	43.5	25.9	30.6
Office of the Deputy Assistant Secretary, Operations	51.7	27.0	21.4
Office of the Deputy Assistant Secretary, Management	43.3	29.6	27.2

<i>46. I receive the weekly DHS Today newsletter.</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	73.1	12.0	14.8
Immigration and Customs Enforcement	75.6	12.6	11.8
Office of the Assistant Secretary	76.5	12.3	11.3
Office of Professional Responsibility	71.1	14.9	14.0
Office of Policy & Planning	71.1	14.1	14.9
Office of Congressional Relations	57.9	13.1	29.0
Office of State/Local Coordination	72.3	12.2	15.5
Office of Public Affairs	68.8	14.9	16.2
Office of the Deputy Assistant Secretary, Operations	76.0	12.2	11.8
Office of the Deputy Assistant Secretary, Management	85.9	6.3	7.8

<i>47. I read most of the news in DHS Today.</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	46.0	23.6	30.4
Immigration and Customs Enforcement	42.7	25.3	32.0
Office of the Assistant Secretary	45.9	23.9	30.2
Office of Professional Responsibility	47.2	26.8	26.0
Office of Policy & Planning	46.0	23.0	30.9
Office of Congressional Relations	39.4	12.2	48.4
Office of State/Local Coordination	48.1	25.7	26.2
Office of Public Affairs	51.8	29.5	18.7
Office of the Deputy Assistant Secretary, Operations	42.6	23.9	33.5
Office of the Deputy Assistant Secretary, Management	60.3	20.9	18.8

48. I regularly access the DHS Online Intranet.	Percent		
	Positive	Neutral	Negative
DHS-wide	49.7	21.4	28.8
Immigration and Customs Enforcement	50.8	21.7	27.6
Office of the Assistant Secretary	52.5	21.1	26.3
Office of Professional Responsibility	52.1	26.3	21.7
Office of Policy & Planning	61.1	17.9	21.0
Office of Congressional Relations	55.5	14.3	30.1
Office of State/Local Coordination	61.9	22.1	16.0
Office of Public Affairs	71.1	13.5	15.4
Office of the Deputy Assistant Secretary, Operations	50.6	19.6	29.8
Office of the Deputy Assistant Secretary, Management	53.1	24.4	22.5

49. From the following list, indicate which employee communication topic is most important to you and which is least important to you:	Percent	
	Most	Least
Immigration and Customs Enforcement		
Operations news	48.3	4.0
Policy news	30.3	3.5
Secretary news	1.0	44.0
Human Interest news	3.5	38.6
Human Resources news	16.9	9.9

*These results are reported at the component level only.

50. How satisfied are you with the information you receive from management on what's going on in your organization?	Percent		
	Positive	Neutral	Negative
DHS-wide	38.0	25.4	36.6
Immigration and Customs Enforcement	33.2	24.0	42.8
Office of the Assistant Secretary	36.7	24.1	39.3
Office of Professional Responsibility	42.9	22.9	34.2
Office of Policy & Planning	51.6	18.3	30.1
Office of Congressional Relations	29.8	22.3	48.0
Office of State/Local Coordination	42.8	24.2	33.0
Office of Public Affairs	43.0	27.9	29.0
Office of the Deputy Assistant Secretary, Operations	30.0	23.2	47.0
Office of the Deputy Assistant Secretary, Management	46.5	24.4	29.0

<i>51. How satisfied are you with your involvement in decisions that affect your work?</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	31.6	24.6	43.7
Immigration and Customs Enforcement	30.6	24.1	45.3
Office of the Assistant Secretary	33.7	23.5	42.9
Office of Professional Responsibility	39.4	24.4	36.1
Office of Policy & Planning	49.1	27.5	23.3
Office of Congressional Relations	22.3	24.5	53.2
Office of State/Local Coordination	35.1	28.2	36.7
Office of Public Affairs	33.9	34.3	31.7
Office of the Deputy Assistant Secretary, Operations	27.8	23.3	48.9
Office of the Deputy Assistant Secretary, Management	45.4	19.6	35.0

<i>52. How satisfied are you with your opportunity to get a better job in your organization?</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	30.2	26.3	43.5
Immigration and Customs Enforcement	32.2	27.5	40.3
Office of the Assistant Secretary	35.3	26.8	37.8
Office of Professional Responsibility	36.9	27.8	35.3
Office of Policy & Planning	42.4	19.3	38.3
Office of Congressional Relations	38.5	15.4	46.1
Office of State/Local Coordination	34.6	20.4	45.0
Office of Public Affairs	30.2	32.3	37.6
Office of the Deputy Assistant Secretary, Operations	31.8	27.6	40.7
Office of the Deputy Assistant Secretary, Management	41.4	21.6	36.9

<i>53. How satisfied are you with the recognition you receive for doing a good job?</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	35.2	23.5	41.3
Immigration and Customs Enforcement	42.8	22.7	34.5
Office of the Assistant Secretary	47.5	19.5	33.0
Office of Professional Responsibility	44.1	23.9	32.0
Office of Policy & Planning	56.4	21.2	22.3
Office of Congressional Relations	51.4	13.1	35.5
Office of State/Local Coordination	44.6	20.0	35.3
Office of Public Affairs	36.2	23.9	39.9
Office of the Deputy Assistant Secretary, Operations	41.0	24.4	34.6
Office of the Deputy Assistant Secretary, Management	52.9	21.7	25.3

<i>54a. How satisfied are you with the policies and practices of your senior leaders?</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	31.3	26.8	41.8
Immigration and Customs Enforcement	30.0	25.7	44.3
Office of the Assistant Secretary	31.4	24.7	43.9
Office of Professional Responsibility	38.5	26.4	35.2
Office of Policy & Planning	47.8	29.4	22.8
Office of Congressional Relations	33.4	33.1	33.4
Office of State/Local Coordination	42.8	23.8	33.4
Office of Public Affairs	38.9	32.3	28.8
Office of the Deputy Assistant Secretary, Operations	27.6	25.9	46.5
Office of the Deputy Assistant Secretary, Management	41.8	26.3	31.9

<i>54b. How satisfied are you with the policies and practices of senior leadership in your component?</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	34.8	27.1	38.0
Immigration and Customs Enforcement	34.1	25.5	40.3
Office of the Assistant Secretary	36.7	23.9	39.4
Office of Professional Responsibility	41.4	26.9	31.7
Office of Policy & Planning	58.4	24.4	17.3
Office of Congressional Relations	47.5	27.2	25.2
Office of State/Local Coordination	44.6	25.4	30.1
Office of Public Affairs	43.3	26.8	29.9
Office of the Deputy Assistant Secretary, Operations	31.6	26.1	42.2
Office of the Deputy Assistant Secretary, Management	43.3	27.7	29.0

<i>55. How satisfied are you with the training you receive for your present job?</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	48.4	23.6	28.0
Immigration and Customs Enforcement	38.0	24.3	37.5
Office of the Assistant Secretary	40.4	22.9	36.7
Office of Professional Responsibility	44.3	26.8	28.8
Office of Policy & Planning	50.6	22.2	27.2
Office of Congressional Relations	32.1	34.4	33.5
Office of State/Local Coordination	46.0	22.1	31.9
Office of Public Affairs	34.3	29.1	36.6
Office of the Deputy Assistant Secretary, Operations	35.9	24.3	39.9
Office of the Deputy Assistant Secretary, Management	47.4	24.9	27.7

<i>56. Considering everything, how satisfied are you with your job?</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	56.8	20.5	22.8
Immigration and Customs Enforcement	55.5	19.5	25.0
Office of the Assistant Secretary	57.2	19.0	23.8
Office of Professional Responsibility	62.5	19.2	18.4
Office of Policy & Planning	51.7	28.2	20.1
Office of Congressional Relations	49.1	15.6	35.3
Office of State/Local Coordination	60.8	17.2	22.0
Office of Public Affairs	55.1	20.6	24.2
Office of the Deputy Assistant Secretary, Operations	54.7	18.4	26.9
Office of the Deputy Assistant Secretary, Management	60.7	19.7	19.6

<i>57. Considering everything, how satisfied are you with your pay?</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	49.4	19.1	31.6
Immigration and Customs Enforcement	62.8	15.7	21.4
Office of the Assistant Secretary	67.0	14.1	18.9
Office of Professional Responsibility	62.1	18.6	19.4
Office of Policy & Planning	60.9	17.1	22.1
Office of Congressional Relations	72.7	4.0	23.3
Office of State/Local Coordination	53.8	16.1	30.1
Office of Public Affairs	47.6	22.9	29.6
Office of the Deputy Assistant Secretary, Operations	63.9	15.7	20.5
Office of the Deputy Assistant Secretary, Management	68.1	15.4	16.6

58. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	Percent		
	Positive	Neutral	Negative
DHS-wide	59.3	22.6	18.0
Immigration and Customs Enforcement	62.0	20.0	17.9
Office of the Assistant Secretary	63.5	21.1	15.5
Office of Professional Responsibility	62.1	21.0	17.0
Office of Policy & Planning	67.7	16.2	16.1
Office of Congressional Relations	81.7	9.1	9.4
Office of State/Local Coordination	68.3	13.1	18.6
Office of Public Affairs	59.8	23.8	16.4
Office of the Deputy Assistant Secretary, Operations	61.1	19.3	19.6
Office of the Deputy Assistant Secretary, Management	63.7	23.6	12.8

Demographic Characteristics

The following tables present demographic information on the participating employees. The first three tables display the supervisory status, gender, and ethnicity of responding employees. The fourth table shows the racial categories selected by employees to describe themselves. Percentages may not sum to 100 percent since employees were able to select from more than one racial category. Other demographics include employees' occupational group, work status, and work location.

<i>59. What is your supervisory status?</i>	% of Respondents
Non-supervisor	67.8
Team leader	12.1
Supervisor	13.3
Manager	6.1
Executive	0.6

<i>60. Are you:</i>	% of Respondents
Male	69.7
Female	30.3

<i>61. Are you Hispanic or Latino?</i>	% of Respondents
Yes	22.4
No	77.6

<i>62. Please select the racial category or categories with which you most closely identify (select one or more)</i>	% of Respondents
White	75.1
Black or African American	13.6
Native Hawaiian or other Pacific Islander	1.7
Asian	4.5
American Indian or Alaska Native	3.2
Two or more races (Not Hispanic or Latino)	1.9

<i>63. What is your component organization?</i>	% of Respondents
Results from this question are used to break out employee responses for each component-specific report.	

<i>64. What is your occupational group?</i>	<i>% of Respondents</i>
Social Science, Psychology, and Welfare Group - 0100 Series	1.0
Human Resources Management Group - 0200 Series	0.6
General Administrative, Clerical, and Office Services Group - 0300 Series	10.3
Natural Resources Management and Biological Sciences Group - 0400 Series	0.1
Accounting and Budget Group - 0500 Series	2.2
Medical, Hospital, Dental, and Public Health Group - 0600 Series	0.1
Engineering and Architecture Group - 0800 Series	0.3
Legal and Kindred Group - 0900 Series	5.1
Information and Arts Group - 1000 Series	0.1
Business and Industry Group - 1100 Series	0.6
Physical Sciences Group - 1300 Series	0.1
Mathematics and Statistics Group - 1500 Series	0.0
Equipment, Facilities, and Services Group - 1600 Series	0.1
Education Group - 1700 Series	0.2
Investigation Group - 1800 Series	60.8
Supply Group - 2000 Series	0.1
Transportation Group - 2100 Series	0.2
Information Technology Group - 2200 Series	1.4
Electronic Equipment Installation and Maintenance Group - 2600 Series	0.1
Electrical Installation and Maintenance Group - 2800 Series	0.0
General Services and Support Work Group - 3500 Series	0.2
Metal Work Group - 3800 Series	0.0
General Maintenance and Operations Work Group - 4700 Series	0.1
Mobile Equipment Operation and Transportation Group - 5700 Series	0.1
Unique Occupations Group - 0000 Series	0.6
Other (Job Title not found in any category above)	15.6

<i>65. Please indicate your work status:</i>	<i>% of Respondents</i>
Full time	99.6
Part time	0.4

<i>66. Do you work in the...</i>		<i>% of Respondents</i>
United States	Location not indicated	1.9
	Alaska	0.3
	Alabama	0.3
	Arkansas	0.2
	Arizona	5.2
	California	13.2
	Colorado	2.0
	Connecticut	0.2
	District of Columbia	10.0
	Delaware	0.1
	Florida	5.7
	Georgia	3.2
	Hawaii	0.3
	Iowa	0.3
	Idaho	0.3
	Illinois	3.0
	Indiana	0.1
	Kansas	0.2
	Kentucky	0.2
	Louisiana	1.9
	Massachusetts	1.5
	Maryland	1.3
	Maine	0.3
	Michigan	1.3
	Minnesota	0.9
	Missouri	1.4
	Mississippi	0.4
	Montana	0.4
	North Carolina	0.8
	North Dakota	0.2
	Nebraska	0.5
	New Hampshire	0.1
	New Jersey	1.6
	New Mexico	0.7

<i>66. Do you work in the...</i>		<i>% of Respondents</i>
	Nevada	0.6
	New York	7.3
	Ohio	0.7
	Oklahoma	0.2
	Oregon	0.5
	Pennsylvania	2.3
	Rhode Island	0.1
	South Carolina	0.3
	South Dakota	0.1
	Tennessee	0.6
	Texas	15.8
	Utah	0.5
	Virginia	2.6
	Vermont	2.9
	Washington	2.6
	Wisconsin	0.2
	West Virginia	0.1
	Wyoming	0.1
U.S. Territories	Location not indicated	0.0
	Guam	0.1
	Puerto Rico	1.4
	US Virgin Islands	0.1
International location	Location not indicated	0.0
	Africa (includes Egypt)	0.1
	Other International Location	0.3
	Asia	0.2
	Caribbean	0.0
	Canada	0.1
	Europe	0.2
	South America	0.1
	The Middle East	0.0