

Surface Transportation Board 2019 Survey Results

The STB's 2019 Federal Employee Viewpoint Survey results reflect progress in that the number of items identified as the Board's strengths have increased from 38 to 43, while the number of items identified as challenges decreased from four to one. In addition, the STB's overall employee engagement index score showed some improvement, with increases in two of the three component scores. The survey responses also demonstrated that a large majority of employees were satisfied with the Board's level of communication, assistance, and guidance provided during the partial government shutdown. The STB values its employees for their hard work and dedication to carrying out the Board's mission and will continue striving to further promote employee satisfaction and engagement.

Core Survey

Item	Item Text	Percent Positive %	Strongly Agree/ Very Good/ Very Satisfied %	Agree/ Good/ Satisfied %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Disagree/ Poor/ Dissatisfied %	Strongly Disagree/ Very Poor/ Very Dissatisfied %	Percent Negative %	Strongly Agree/ Very Good/ Very Satisfied N	Agree/ Good/ Satisfied N	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied N	Disagree/ Poor/ Dissatisfied N	Strongly Disagree/ Very Poor/ Very Dissatisfied N	Item Response Total** N	Do Not Know/ No Basis to Judge N
1	*I am given a real opportunity to improve my skills in my organization.	64.4%	31.9%	32.5%	18.8%	11.7%	5.2%	16.9%	25	22	15	9	3	74	N/A
2	I have enough information to do my job well.	71.3%	25.0%	46.3%	15.4%	7.0%	6.3%	13.3%	21	32	11	6	4	74	N/A
3	I feel encouraged to come up with new and better ways of doing things.	57.6%	32.8%	24.8%	15.8%	15.1%	11.4%	26.6%	26	16	11	12	8	73	N/A
4	My work gives me a feeling of personal accomplishment.	62.7%	33.3%	29.4%	18.7%	14.4%	4.1%	18.6%	28	20	12	12	2	74	N/A
5	I like the kind of work I do.	76.6%	37.9%	38.6%	18.5%	3.7%	1.3%	4.9%	32	26	12	3	1	74	N/A
6	I know what is expected of me on the job.	74.3%	31.3%	43.0%	12.2%	7.9%	5.6%	13.5%	25	31	10	5	3	74	N/A
7	When needed I am willing to put in the extra effort to get a job done.	95.9%	64.5%	31.3%	0.0%	0.0%	4.1%	4.1%	52	20	0	0	2	74	N/A
8	I am constantly looking for ways to do my job better.	82.8%	50.9%	31.9%	13.0%	0.0%	4.2%	4.2%	39	24	8	0	2	73	N/A
9	I have sufficient resources (for example, people, materials, budget) to get my job done.	66.4%	18.6%	47.8%	15.6%	10.6%	7.5%	18.1%	14	35	11	8	5	73	1
10	*My workload is reasonable.	79.5%	23.8%	55.6%	10.3%	6.2%	4.0%	10.2%	18	40	7	5	2	72	1

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11	*My talents are used well in the workplace.	64.4%	24.3%	40.1%	17.7%	7.4%	10.5%	17.9%	20	28	13	6	7	74	0
12	*I know how my work relates to the agency's goals.	84.1%	36.8%	47.3%	8.0%	4.9%	2.9%	7.9%	30	31	6	4	1	72	1
13	The work I do is important.	79.4%	34.9%	44.5%	16.0%	3.2%	1.3%	4.5%	29	30	11	3	1	74	0
14	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	79.8%	33.4%	46.4%	12.4%	2.7%	5.0%	7.8%	27	33	7	2	3	72	1
15	My performance appraisal is a fair reflection of my performance.	78.7%	37.1%	41.6%	20.0%	0.0%	1.3%	1.3%	31	29	12	0	1	73	1
16	I am held accountable for achieving results.	82.9%	43.2%	39.7%	12.7%	1.5%	2.9%	4.4%	34	26	10	1	1	72	2
17	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	69.9%	35.7%	34.3%	15.3%	6.8%	8.0%	14.7%	25	20	8	5	4	62	11
18	My training needs are assessed.	51.2%	20.9%	30.3%	24.7%	16.9%	7.2%	24.1%	18	22	17	12	4	73	1
19	In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding).	79.7%	37.8%	41.9%	12.1%	8.3%	0.0%	8.3%	30	28	9	4	0	71	3

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20	*The people I work with cooperate to get the job done.	82.2%	38.2%	44.0%	8.1%	4.0%	5.7%	9.7%	30	31	6	3	3	73	N/A
21	My work unit is able to recruit people with the right skills.	76.6%	26.6%	50.0%	12.9%	2.9%	7.6%	10.5%	20	34	10	2	4	70	4
22	Promotions in my work unit are based on merit.	60.6%	18.5%	42.2%	20.2%	11.0%	8.2%	19.2%	15	29	13	8	5	70	4
23	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	41.2%	12.2%	29.0%	25.3%	17.5%	16.0%	33.5%	8	18	15	8	9	58	16
24	*In my work unit, differences in performance are recognized in a meaningful way.	44.4%	14.6%	29.8%	23.2%	21.4%	11.0%	32.4%	10	21	13	11	6	61	13
25	Awards in my work unit depend on how well employees perform their jobs.	50.0%	16.4%	33.6%	22.6%	19.5%	7.9%	27.5%	12	23	13	11	4	63	11
26	Employees in my work unit share job knowledge with each other.	86.3%	41.7%	44.6%	6.6%	4.3%	2.9%	7.1%	32	32	5	3	1	73	1
27	The skill level in my work unit has improved in the past year.	67.9%	28.4%	39.4%	20.6%	7.3%	4.3%	11.6%	23	25	16	5	2	71	2
28	How would you rate the overall quality of work done by your work unit?	89.1%	60.8%	28.3%	6.6%	1.5%	2.8%	4.3%	46	21	5	1	1	74	N/A
29	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	86.5%	49.5%	37.0%	9.3%	1.3%	2.9%	4.2%	36	28	7	1	1	73	1

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30	Employees have a feeling of personal empowerment with respect to work processes.	57.1%	21.0%	36.1%	14.6%	16.6%	11.7%	28.4%	17	24	10	11	8	70	2
31	Employees are recognized for providing high quality products and services.	62.7%	25.4%	37.3%	12.4%	16.9%	8.1%	25.0%	21	27	8	11	5	72	1
32	Creativity and innovation are rewarded.	43.1%	18.3%	24.9%	31.0%	15.3%	10.6%	25.9%	15	18	21	11	7	72	0
33	Pay raises depend on how well employees perform their jobs.	34.9%	15.0%	19.8%	33.0%	21.0%	11.1%	32.1%	11	14	19	12	6	62	11
34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	59.0%	26.3%	32.7%	19.7%	14.0%	7.3%	21.3%	20	23	13	6	4	66	7
35	Employees are protected from health and safety hazards on the job.	89.0%	48.3%	40.7%	9.9%	1.1%	0.0%	1.1%	35	29	5	1	0	70	3
36	My organization has prepared employees for potential security threats.	80.2%	26.8%	53.4%	13.1%	2.6%	4.0%	6.6%	21	37	9	2	2	71	2
37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	62.1%	37.3%	24.8%	18.4%	11.3%	8.2%	19.5%	28	19	12	6	6	71	2

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38	Prohibited Personnel Practices (for example, illegally discriminating for or against any employee/applicant, obstructing a person's right to compete for employment, knowingly violating veterans' preference requirements) are not tolerated.	64.3%	39.6%	24.7%	25.2%	4.5%	6.0%	10.5%	29	18	16	2	3	68	5
39	My agency is successful at accomplishing its mission.	82.8%	31.1%	51.7%	10.5%	2.9%	3.8%	6.7%	22	37	7	2	3	71	1
40	*I recommend my organization as a good place to work.	70.3%	38.6%	31.7%	19.0%	7.9%	2.9%	10.8%	30	22	14	6	1	73	N/A
41	*I believe the results of this survey will be used to make my agency a better place to work.	54.7%	28.5%	26.3%	18.1%	15.9%	11.3%	27.2%	21	18	12	11	7	69	4
42	My supervisor supports my need to balance work and other life issues.	96.0%	66.2%	29.9%	1.1%	0.0%	2.9%	2.9%	50	20	1	0	1	72	1
43	My supervisor provides me with opportunities to demonstrate my leadership skills.	75.2%	37.7%	37.5%	13.5%	7.1%	4.2%	11.3%	31	24	11	5	2	73	0
44	Discussions with my supervisor about my performance are worthwhile.	65.2%	34.4%	30.8%	24.9%	4.4%	5.4%	9.9%	28	22	16	3	3	72	1
45	My supervisor is committed to a workforce representative of all segments of society.	77.7%	55.0%	22.7%	16.3%	0.0%	6.0%	6.0%	39	17	9	0	3	68	5

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46	My supervisor provides me with constructive suggestions to improve my job performance.	69.4%	35.9%	33.5%	14.7%	9.0%	6.9%	15.9%	29	23	9	7	4	72	0
47	Supervisors in my work unit support employee development.	71.5%	43.7%	27.9%	17.3%	4.0%	7.1%	11.1%	35	20	11	3	4	73	0
48	My supervisor listens to what I have to say.	85.9%	52.0%	33.9%	8.3%	2.9%	2.9%	5.8%	40	24	6	2	1	73	N/A
49	My supervisor treats me with respect.	86.5%	60.6%	25.9%	7.7%	1.5%	4.3%	5.8%	44	20	6	1	2	73	N/A
50	In the last six months, my supervisor has talked with me about my performance.	84.3%	46.6%	37.7%	7.0%	7.3%	1.5%	8.8%	36	28	4	4	1	73	N/A
51	I have trust and confidence in my supervisor.	76.7%	42.9%	33.9%	12.3%	5.3%	5.6%	10.9%	33	25	8	4	3	73	N/A
52	Overall, how good a job do you feel is being done by your immediate supervisor?	81.8%	57.8%	24.1%	9.6%	4.2%	4.3%	8.5%	42	17	7	3	2	71	N/A
53	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	48.2%	27.6%	20.6%	16.4%	20.3%	15.1%	35.4%	22	15	10	13	10	70	2
54	My organization's senior leaders maintain high standards of honesty and integrity.	64.3%	33.8%	30.5%	20.4%	8.2%	7.1%	15.3%	27	21	13	5	4	70	2

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55	Supervisors work well with employees of different backgrounds.	70.8%	40.4%	30.4%	21.0%	3.7%	4.5%	8.2%	30	23	12	3	2	70	2
56	*Managers communicate the goals of the organization.	62.6%	30.3%	32.4%	17.5%	15.4%	4.4%	19.8%	24	24	11	10	2	71	0
57	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	67.6%	31.0%	36.6%	21.2%	4.9%	6.3%	11.2%	21	24	13	3	3	64	8
58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	65.1%	32.0%	33.1%	16.7%	11.4%	6.9%	18.3%	24	23	10	8	4	69	3
59	Managers support collaboration across work units to accomplish work objectives.	68.9%	33.2%	35.6%	14.2%	13.9%	3.1%	17.0%	25	25	9	9	1	69	2
60	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	70.6%	43.3%	27.2%	19.5%	4.1%	5.8%	9.9%	33	19	13	3	3	71	1
61	I have a high level of respect for my organization's senior leaders.	55.5%	37.6%	17.9%	20.9%	13.0%	10.7%	23.6%	30	12	14	9	7	72	0
62	Senior leaders demonstrate support for Work-Life programs.	69.6%	37.5%	32.1%	12.6%	9.2%	8.6%	17.8%	29	20	8	7	4	68	4
63	*How satisfied are you with your involvement in decisions that affect your work?	58.2%	27.9%	30.4%	19.8%	14.0%	8.0%	22.0%	22	20	14	11	5	72	N/A

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64	*How satisfied are you with the information you receive from management on what's going on in your organization?	54.7%	26.6%	28.1%	21.4%	17.4%	6.5%	23.9%	22	18	15	13	4	72	N/A
65	*How satisfied are you with the recognition you receive for doing a good job?	56.4%	26.6%	29.8%	25.7%	12.6%	5.3%	17.9%	22	21	16	10	3	72	N/A
66	How satisfied are you with the policies and practices of your senior leaders?	48.6%	30.6%	18.0%	28.1%	11.5%	11.7%	23.3%	25	12	19	8	8	72	N/A
67	How satisfied are you with your opportunity to get a better job in your organization?	35.8%	19.2%	16.5%	34.9%	14.8%	14.5%	29.3%	16	12	22	12	10	72	N/A
68	How satisfied are you with the training you receive for your present job?	49.5%	21.8%	27.6%	30.0%	12.6%	7.9%	20.6%	17	21	21	8	5	72	N/A
69	*Considering everything, how satisfied are you with your job?	67.6%	27.6%	40.0%	21.8%	5.2%	5.3%	10.5%	23	26	16	4	3	72	N/A
70	Considering everything, how satisfied are you with your pay?	69.2%	26.6%	42.7%	16.1%	8.5%	6.3%	14.7%	20	30	11	7	4	72	N/A

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71	*Considering everything, how satisfied are you with your organization?	64.5%	31.9%	32.6%	20.2%	10.0%	5.3%	15.3%	26	22	13	8	3	72	N/A

* AES prescribed items as of 2017 (5 CFR Part 250, Subpart C)

** Unweighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'

The Dashboard only includes items 1-71.

Percentages are weighted to represent the Agency's population.

Performance

72. Currently, in my work unit poor performers usually:	N	%
Remain in the work unit and improve their performance over time	16	24.3%
Remain in the work unit and continue to underperform	23	42.9%
Leave the work unit - removed or transferred	2	5.2%
Leave the work unit - quit	0	0.0%
There are no poor performers in my work unit	17	27.6%
Item Response Total	58	100.0%
Do not know	14	--
Total	72	100.0%

Percentages are weighted to represent the Agency's population.

Partial Shutdown

73. Which of the following best describes the impact of the partial government shutdown (December 22, 2018 - January 25, 2019) on your working/pay status?	N	%
The shutdown had no impact on my working/pay status	1	1.3%
I did not work and did not receive pay until after the lapse ended	62	87.8%
I worked some of the shutdown but did not receive pay until after the lapse ended	5	5.9%
I worked for the entirety of the shutdown but did not receive pay until after the lapse ended	1	1.2%
Other, not listed above	3	3.9%
Total	72	100%

74. How was your everyday work impacted during (if you worked) or after the partial government shutdown?	N	%
It had no impact	8	13.4%
A slightly negative impact	12	16.4%
A moderately negative impact	17	29.7%
A very negative impact	15	23.4%
An extremely negative impact	13	17.1%
Total	65	100%

If the response to item 74 was "It had no impact", item 75 was skipped.

75. In what ways did the partial government shutdown negatively affect your work? (Check all that apply)	N	%
Unmanageable workload	24	39.9%
Missed deadlines	40	68.1%
Unrecoverable loss of work	15	26.4%
Reduced customer service	21	40.5%
Delayed work	51	90.0%
Reduced work quality	14	24.1%
Cutback of critical work	12	18.6%
Time lost in restarting work	45	78.7%
Unmet statutory requirements	20	36%
Other	9	14%
Total (percents will add to more than 100% because respondents could choose more than one response option)	57	

76. Are you looking for another job because of the partial government shutdown?	N	%
I am looking for another job <u>specifically</u> because of the shutdown	3	3.8%
I am looking for another job, but the shutdown is <u>only one</u> of the reasons	3	5.6%
I am looking for another job, but the shutdown had <u>no influence</u> on that decision	5	8.1%
I am <u>not</u> looking for another job currently	61	82.5%
Total	72	100.0%

77. My agency provided the support (e.g., communication, assistance, guidance) I needed during the partial government shutdown.	N	%
Strongly Agree	29	39.1%
Agree	29	40.1%
Neither Agree nor Disagree	9	15.2%
Disagree	3	5.6%
Strongly Disagree	0	0.0%
Item Response Total	70	100.0%
No support required	2	--
Total	72	100.0%

Percentages are weighted to represent the Agency's population.

Telework & Work-Life

78. Please select the response below that BEST describes your current teleworking schedule.	2019		2018	
	N	%	N	%
I telework very infrequently, on an unscheduled or short-term basis	8	11.8%	7	8.9%
I telework, but only about 1 or 2 days per month	4	4.3%	9	10.6%
I telework 1 or 2 days per week	53	74.3%	58	70.2%
I telework 3 or 4 days per week	1	1.2%	0	0.0%
I telework every work day	0	0.0%	0	0.0%
I do not telework because I have to be physically present on the job	1	3.0%	3	3.7%
I do not telework because of technical issues that prevent me from teleworking	0	0.0%	0	0.0%
I do not telework because I did not receive approval to do so, even though I have the kind of job where I can telework	0	0.0%	1	1.3%

I do not telework because I choose not to telework	4	5.4%	4	5.2%
Total	71	100.0%	82	100.0%

79. How satisfied are you with the Telework program in your agency?	2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
Very Satisfied	33	45.9%	42.7%	37	47.9%	44.3%
Satisfied	26	37.6%	35.0%	30	39.8%	36.8%
Neither Satisfied nor Dissatisfied	6	12.2%	11.3%	7	9.6%	8.9%
Dissatisfied	3	4.3%	4.0%	2	2.7%	2.4%
Very Dissatisfied	0	0.0%	0.0%	0	0.0%	0.0%
Item Response Total	68	100.0%	93.1%	76	100.0%	92.4%
I choose not to participate in this program	3	--	4.0%	3	--	3.8%
This program is not available to me	1	--	2.9%	2	--	2.6%
I am unaware of this program	0	--	0.0%	1	--	1.3%
Total	72	100.0%	100.0%	82	100.0%	100.0%

80. Which of the following Work-Life programs have you participated in or used at your agency within the last 12 months? (Mark all that apply):	2019	
	N	%
Alternative Work Schedules	15	22.4%
Health and Wellness Programs	25	33.6%
Employee Assistance Program – EAP	4	5.3%
Child Care Programs	8	9.8%
Elder Care Programs	0	0.0%
None listed above	36	48.7%
Total (percents will add to more than 100% because respondents could choose more than one response option)	72	--

Note: This item was not in the 2018 OPM FEVS.

81. How satisfied are you with the following Work-Life programs in your agency? Alternative Work Schedules	2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
Very Satisfied	19	50.9%	27.7%	21	49.6%	25.0%
Satisfied	14	36.2%	19.7%	15	38.2%	19.2%
Neither Satisfied nor Dissatisfied	3	7.4%	4.0%	5	12.2%	6.1%
Dissatisfied	1	5.5%	3.0%	0	0.0%	0.0%

Very Dissatisfied	0	0.0%	0.0%	0	0.0%	0.0%
Item Response Total	37	100.0%	54.4%	41	100.0%	50.3%
I choose not to participate in these programs	31	--	41.9%	32	--	38.8%
These programs are not available to me	1	--	1.2%	7	--	8.4%
I am unaware of these programs	2	--	2.5%	2	--	2.4%
Total	71	100.0%	100.0%	82	100.0%	100.0%

82. How satisfied are you with the following Work-Life programs in your agency? Health and Wellness Programs	2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
Very Satisfied	18	29.9%	24.2%	17	26.5%	20.9%
Satisfied	21	34.4%	27.9%	25	39.7%	31.2%
Neither Satisfied nor Dissatisfied	19	33.8%	27.4%	17	25.9%	20.4%
Dissatisfied	0	0.0%	0.0%	4	6.3%	4.9%
Very Dissatisfied	1	1.9%	1.5%	1	1.6%	1.3%
Item Response Total	59	100.0%	81.0%	64	100.0%	78.7%
I choose not to participate in these programs	10	--	14.5%	11	--	13.5%
These programs are not available to me	0	--	0.0%	4	--	5.3%
I am unaware of these programs	2	--	4.5%	2	--	2.4%
Total	71	100.0%	100.0%	81	100.0%	100.0%

83. How satisfied are you with the following Work-Life programs in your agency? Employee Assistance Program - EAP	2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
Very Satisfied	10	31.2%	14.6%	12	27.7%	14.7%
Satisfied	6	17.9%	8.4%	13	31.6%	16.8%
Neither Satisfied nor Dissatisfied	14	45.1%	21.1%	12	27.4%	14.5%
Dissatisfied	1	3.2%	1.5%	4	8.7%	4.6%
Very Dissatisfied	1	2.6%	1.2%	2	4.6%	2.4%
Item Response Total	32	100.0%	46.9%	43	100.0%	53.0%
I choose not to participate in these programs	31	--	41.3%	31	--	37.4%
These programs are not available to me	0	--	0.0%	2	--	2.1%
I am unaware of these programs	8	--	11.9%	6	--	7.4%
Total	71	100.0%	100.0%	82	100.0%	100.0%

2019

2018

84. How satisfied are you with the following Work-Life programs in your agency? Child Care Programs	Satisfaction			All Response Options %		
	N	%	All Response Options %	N	%	All Response Options %
Very Satisfied	7	20.6%	8.9%	5	18.6%	6.0%
Satisfied	11	36.2%	15.7%	8	30.7%	9.8%
Neither Satisfied nor Dissatisfied	11	40.0%	17.3%	13	50.7%	16.3%
Dissatisfied	1	3.2%	1.4%	0	0.0%	0.0%
Very Dissatisfied	0	0.0%	0.0%	0	0.0%	0.0%
Item Response Total	30	100.0%	43.2%	26	100.0%	32.1%
I choose not to participate in these programs	27	--	35.6%	25	--	30.4%
These programs are not available to me	6	--	8.0%	13	--	16.1%
I am unaware of these programs	8	--	13.1%	18	--	21.5%
Total	71	100.0%	100.0%	82	100.0%	100.0%

85. How satisfied are you with the following Work-Life programs in your agency? Elder Care Programs	2019 Satisfaction			2018 Satisfaction		
	N	%	All Response Options %	N	%	All Response Options %
Very Satisfied	4	16.3%	4.9%	3	14.6%	3.7%
Satisfied	3	13.7%	4.2%	3	15.8%	4.0%
Neither Satisfied nor Dissatisfied	11	65.3%	19.8%	14	69.6%	17.5%
Dissatisfied	1	4.7%	1.4%	0	0.0%	0.0%
Very Dissatisfied	0	0.0%	0.0%	0	0.0%	0.0%
Item Response Total	19	100.0%	30.3%	20	100.0%	25.1%
I choose not to participate in these programs	32	--	42.2%	27	--	32.9%
These programs are not available to me	5	--	6.7%	11	--	13.6%
I am unaware of these programs	14	--	20.8%	24	--	28.5%
Total	70	100.0%	100.0%	82	100.0%	100.0%

Percentages are weighted to represent the Agency's population.
The rows above do not include results for any item or year when there were fewer than 4 completed surveys.