



## U.S. Occupational Safety and Health Review Commission 2019 Federal Employee Viewpoint Survey Results

Accomplishing the mission of the U.S. Occupational Safety and Health Review Commission (“OSHRC”) depends on having the right people, doing the right work, with the right qualifications and skills, at the right time. OSHRC’s success depends on the talent and motivation of its workforce, which is enhanced by the agency’s efforts to seek employees’ feedback and respond to their needs and concerns.

1. **Interpretation of Results:** The 2019 Federal Employee Viewpoint Survey (FEVS) provides employees with the opportunity to candidly share their perceptions of their work experiences, their agency, and their leaders. OSHRC’s employees’ views present leadership with a broad diversity of opinions on topics ranging from hiring and retention to organizational effectiveness. The results of the 2019 FEVS are reviewed and analyzed in order to determine patterns and themes which identify OSHRC’s strengths and challenges.

The Federal Employee Viewpoint Survey included eighty-five (85) items that measure employees’ perceptions about how effectively OSHRC manages its workforce. The survey is grouped into seven topic areas:

- Personal Work Experiences
- Work Unit
- Agency
- Supervisor
- Leadership
- Satisfaction
- Work/Life Programs

For questions 1 through 71, the 2019 FEVS results reflect:

- 68 survey items have positive ratings of 65% or more (strengths)
- 5 survey items have a negative rating of 22% or more (weaknesses)

(See attached results for the specific corresponding survey item numbers above.)

OSHR employees are committed to the agency's mission; they are willing to give extra to get the job done and are proud of the quality of their work. This is evidenced by the high positive scores on the following items:

- 100% Positive – I have enough information to do my job well (Q. 2)
- 100% Positive – I like the kind of work I do (Q.5)
- 100% Positive – I know what is expected of me on the job (Q.6)
- 100% Positive – When needed I am willing to put in the extra effort to get a job done (Q. 7)
- 100% Positive – I am constantly looking for ways to do my job better (Q. 8)
- 100% Positive – I know how my work relates to the agency's goals (Q. 12)
- 100% Positive – The work I do is important (Q. 13)
- 95% Positive – Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated (Q. 37)
- 95% Positive – My supervisor supports my need to balance work and other life issues (Q. 42)
- 95% Positive – My supervisor provides me with constructive suggestions to improve my job performance (Q.46)
- 95% Positive – My supervisor listens to what I have to say (Q. 48)
- 95% Positive – My supervisor treats me with respect (Q. 49)
- 95% Positive – In the last six months, my supervisor has talked with me about my performance (Q.50)
- 95% Positive – I have trust and confidence in my supervisor (Q.51)
- 95% Positive – Overall, how good a job do you feel is being done by your immediate supervisor? (Q. 52)
- 95% Positive – Supervisors work well with employees of different backgrounds (Q. 55)
- 95% Positive – Considering everything, how satisfied are you with your job? (Q. 69)

OSHR employees also had positive responses to questions about the agency's Work/Life programs and physical conditions as evidenced below.

- 100% Positive – How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (Q. 81)
- 100% Positive – How satisfied are you with the following Work/Life programs in your agency? Health and Wellness Programs (Q. 82)
- 100% Positive – How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP). (Q. 83)
- 95% Positive – My supervisor supports my need to balance work and other life issues. (Q. 42)
- 94% Positive – Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their job well. (Q. 14)
- 90% Positive – My organization has prepared employees for potential security threats. (Q. 36)

The highest percent negative items are primarily in the areas of pay and performance.

- 25% Negative – How satisfied are you with your opportunity to get a better job in your organization? (Q. 67)
- 23% Negative – I believe the results of this survey will be used to make my agency a better place to work. (Q. 41)
- 22% Negative – How satisfied are you with your involvement in decisions that affect your work? (Q. 63)
- 22% Negative – How satisfied are you with the information you receive from management on what’s going on in your organization? (Q. 64)
- 22% Negative – Considering everything, how satisfied are you with your pay? (Q. 70)

Challenges identified from this year’s survey primarily include promotions and pay raises. OSHRC is a small Federal agency with a workforce of only 61 full-time equivalent positions. Opportunities for pay increases and promotions are limited due to the small size of OSHRC and because a majority of the positions require specialized experience and specific education requirements. In addition, spending for promotions and internal advancement opportunities may be limited due to budgetary constraints. OSHRC continues to do well even in the face of such challenges.

Overall, the results from the 2019 Federal Employee Viewpoint Survey are favorable. OSHRC performed particularly well in terms of Work/Life programs and providing meaningful work related to the agency’s mission. Furthermore, the results continue to show that our employees believe that they do important work and understand how their work supports the goals and mission of our agency. Employees responded positively (strongly agree/agree or very satisfied/satisfied) to questions concerning how they rate the quality of work done by their work unit, the importance of their jobs, their willingness to put in the extra effort, and their commitment to excellence and continual improvement. OSHRC values its employees and respects workplace perceptions. Insight garnered from the 2019 FEVS provides an opportunity for the agency to identify potential challenges, which can lead to the implementation of appropriate corrective measures.

2. **How the survey was conducted:** The 2019 Federal Employee Viewpoint Survey was conducted by the Office of Personnel Management (OPM). OPM distributed survey invitations to OSHRC employees by individual electronic mail messages. The survey administration period began on May 23, 2019 and ended on July 5, 2019. The Office of the Executive Director informed employees about the survey invitation and routinely encouraged them to participate. Survey results were collected by OPM and forwarded to OSHRC for review and evaluation. Survey participation was voluntary, and all responses are confidential and anonymous. When OPM delivered the survey results, no information was provided to tie responses to individual employees.

For more detailed information about the survey visit: <https://www.opm.gov/fevs/>

3. **Description of sample:** OPM used a hybrid-sampling survey methodology. Consequently, all permanent and full-time OSHRC employees on-board on or before October 27, 2018 were invited to participate. Contractors are not eligible for FEVS participation.
4. **Survey items and response choices:** All survey items and response choices required by 5 CFR 250.302 are included in the 2019 FEVS and are included in OSHRC's 2019 FEVS Survey Results on pages 5-18 of this document.
5. **Number of employees surveyed, number responded, and representativeness:** The survey was distributed to 40 employees and 17 responded. The 2019 employee response rate is 42.5%. The survey pool is representative of the agency population and includes full-time, permanent supervisors, non-supervisors, managers, and executives.

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 %	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.	88.9%	66.9%	21.9%	11.1%	0.0%	0.0%	0.0%	16	N/A
2	I have enough information to do my job well.	100.0%	80.7%	19.3%	0.0%	0.0%	0.0%	0.0%	17	N/A
3	I feel encouraged to come up with new and better ways of doing things.	83.4%	74.5%	8.9%	0.0%	12.3%	4.3%	16.6%	17	N/A
4	My work gives me a feeling of personal accomplishment.	93.9%	65.6%	28.3%	6.1%	0.0%	0.0%	0.0%	17	N/A
5	I like the kind of work I do.	100.0%	83.5%	16.5%	0.0%	0.0%	0.0%	0.0%	17	N/A
6	I know what is expected of me on the job.	100.0%	80.7%	19.3%	0.0%	0.0%	0.0%	0.0%	17	N/A
7	When needed I am willing to put in the extra effort to get a job done.	100.0%	89.6%	10.4%	0.0%	0.0%	0.0%	0.0%	17	N/A
8	I am constantly looking for ways to do my job better.	100.0%	89.6%	10.4%	0.0%	0.0%	0.0%	0.0%	17	N/A
9	I have sufficient resources (for example, people, materials, budget) to get my job done.	83.4%	33.3%	50.2%	0.0%	12.3%	4.3%	16.6%	17	0
10	*My workload is reasonable.	89.6%	45.6%	44.1%	10.4%	0.0%	0.0%	0.0%	17	0

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11	*My talents are used well in the workplace.	83.4%	61.0%	22.5%	4.3%	12.3%	0.0%	12.3%	17	0
12	*I know how my work relates to the agency's goals.	100.0%	74.5%	25.5%	0.0%	0.0%	0.0%	0.0%	17	0
13	The work I do is important.	100.0%	89.8%	10.2%	0.0%	0.0%	0.0%	0.0%	17	0
14	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	93.9%	74.6%	19.3%	6.1%	0.0%	0.0%	0.0%	17	0
15	My performance appraisal is a fair reflection of my performance.	72.0%	62.7%	9.3%	28.0%	0.0%	0.0%	0.0%	16	1
16	I am held accountable for achieving results.	85.5%	64.3%	21.2%	8.4%	0.0%	6.1%	6.1%	17	0
17	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	89.6%	80.7%	8.9%	6.1%	4.3%	0.0%	4.3%	17	0
18	My training needs are assessed.	82.3%	40.4%	41.9%	5.6%	6.1%	6.1%	12.2%	17	0
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).	86.9%	86.9%	0.0%	13.1%	0.0%	0.0%	0.0%	13	4
20	*The people I work with cooperate to get the job done.	93.9%	71.2%	22.7%	0.0%	6.1%	0.0%	6.1%	17	N/A

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21	My work unit is able to recruit people with the right skills.	64.3%	32.5%	31.7%	15.0%	14.6%	6.1%	20.7%	17	0
22	Promotions in my work unit are based on merit.	73.2%	47.6%	25.6%	22.5%	0.0%	4.3%	4.3%	17	0
23	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	81.1%	44.0%	37.1%	7.0%	4.9%	6.9%	11.8%	15	2
24	*In my work unit, differences in performance are recognized in a meaningful way.	76.5%	37.1%	39.4%	11.6%	11.8%	0.0%	11.8%	15	2
25	Awards in my work unit depend on how well employees perform their jobs.	88.4%	53.0%	35.4%	4.8%	0.0%	6.8%	6.8%	15	2
26	Employees in my work unit share job knowledge with each other.	87.8%	51.0%	36.8%	6.1%	6.1%	0.0%	6.1%	17	0
27	The skill level in my work unit has improved in the past year.	82.4%	43.3%	39.1%	4.6%	13.1%	0.0%	13.1%	16	1
28	How would you rate the overall quality of work done by your work unit?	93.9%	70.5%	23.5%	6.1%	0.0%	0.0%	0.0%	17	N/A
29	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	87.8%	61.5%	26.3%	6.1%	6.1%	0.0%	6.1%	17	0

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30	Employees have a feeling of personal empowerment with respect to work processes.	74.8%	30.1%	44.7%	6.8%	18.5%	0.0%	18.5%	15	2
31	Employees are recognized for providing high quality products and services.	80.2%	57.0%	23.2%	14.7%	5.1%	0.0%	5.1%	14	3
32	Creativity and innovation are rewarded.	80.1%	56.9%	23.2%	7.4%	7.4%	5.1%	12.5%	14	3
33	Pay raises depend on how well employees perform their jobs.	64.5%	28.7%	35.8%	22.3%	13.2%	0.0%	13.2%	13	4
34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	66.8%	22.8%	44.1%	16.6%	12.3%	4.3%	16.6%	17	0
35	Employees are protected from health and safety hazards on the job.	93.9%	59.9%	34.0%	6.1%	0.0%	0.0%	0.0%	17	0
36	My organization has prepared employees for potential security threats.	89.6%	70.5%	19.2%	10.4%	0.0%	0.0%	0.0%	17	0



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37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	95.2%	56.8%	38.4%	0.0%	0.0%	4.8%	4.8%	15	2
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.	88.4%	66.8%	21.7%	6.8%	0.0%	4.8%	4.8%	15	2
39	My agency is successful at accomplishing its mission.	93.9%	64.3%	29.6%	6.1%	0.0%	0.0%	0.0%	17	0
40	*I recommend my organization as a good place to work.	84.1%	63.3%	20.7%	10.4%	5.6%	0.0%	5.6%	17	N/A
41	*I believe the results of this survey will be used to make my agency a better place to work.	77.4%	62.7%	14.6%	0.0%	6.2%	16.5%	22.6%	17	0
42	My supervisor supports my need to balance work and other life issues.	95.7%	76.5%	19.2%	4.3%	0.0%	0.0%	0.0%	17	0
43	My supervisor provides me with opportunities to demonstrate my leadership skills.	89.6%	64.3%	25.3%	6.1%	4.3%	0.0%	4.3%	17	0
44	Discussions with my supervisor about my performance are worthwhile.	77.3%	58.1%	19.2%	22.7%	0.0%	0.0%	0.0%	17	0

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45	My supervisor is committed to a workforce representative of all segments of society.	89.5%	70.4%	19.2%	6.2%	4.3%	0.0%	4.3%	17	0
46	My supervisor provides me with constructive suggestions to improve my job performance.	95.7%	58.1%	37.6%	4.3%	0.0%	0.0%	0.0%	17	0
47	Supervisors in my work unit support employee development.	83.4%	58.1%	25.3%	16.6%	0.0%	0.0%	0.0%	17	0
48	My supervisor listens to what I have to say.	95.7%	64.3%	31.4%	4.3%	0.0%	0.0%	0.0%	17	N/A
49	My supervisor treats me with respect.	95.7%	82.6%	13.1%	0.0%	4.3%	0.0%	4.3%	17	N/A
50	In the last six months, my supervisor has talked with me about my performance.	95.7%	64.2%	31.5%	4.3%	0.0%	0.0%	0.0%	17	N/A
51	I have trust and confidence in my supervisor.	95.7%	76.5%	19.3%	0.0%	4.3%	0.0%	4.3%	17	N/A
52	Overall, how good a job do you feel is being done by your immediate supervisor?	95.7%	89.5%	6.2%	4.3%	0.0%	0.0%	0.0%	17	N/A
53	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	70.5%	49.0%	21.5%	12.9%	16.6%	0.0%	16.6%	16	1

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54	My organization's senior leaders maintain high standards of honesty and integrity.	76.9%	55.5%	21.5%	16.6%	6.4%	0.0%	6.4%	16	1
55	Supervisors work well with employees of different backgrounds.	95.2%	68.4%	26.8%	4.8%	0.0%	0.0%	0.0%	15	2
56	*Managers communicate the goals of the organization.	89.6%	70.4%	19.3%	10.4%	0.0%	0.0%	0.0%	17	0
57	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	82.7%	69.0%	13.7%	17.3%	0.0%	0.0%	0.0%	16	1
58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	89.6%	64.3%	25.3%	4.3%	0.0%	6.1%	6.1%	17	0
59	Managers support collaboration across work units to accomplish work objectives.	89.6%	64.3%	25.3%	4.3%	0.0%	6.1%	6.1%	17	0
60	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	79.4%	79.4%	0.0%	7.9%	12.7%	0.0%	12.7%	13	4
61	I have a high level of respect for my organization's senior leaders.	77.6%	58.3%	19.2%	16.6%	5.8%	0.0%	5.8%	16	1
62	Senior leaders demonstrate support for Work-Life programs.	88.4%	68.0%	20.5%	11.6%	0.0%	0.0%	0.0%	15	2

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 %	Item Response Total** N	Do Not Know/ No Basis to Judge N
63	*How satisfied are you with your involvement in decisions that affect your work?	77.9%	48.2%	29.7%	0.0%	22.1%	0.0%	22.1%	17	N/A
64	*How satisfied are you with the information you receive from management on what's going on in your organization?	66.2%	30.4%	35.9%	11.6%	15.9%	6.2%	22.1%	17	N/A
65	*How satisfied are you with the recognition you receive for doing a good job?	79.1%	47.7%	31.4%	16.6%	4.3%	0.0%	4.3%	17	N/A
66	How satisfied are you with the policies and practices of your senior leaders?	66.2%	42.6%	23.5%	22.1%	11.7%	0.0%	11.7%	17	N/A
67	How satisfied are you with your opportunity to get a better job in your organization?	35.3%	15.9%	19.4%	39.9%	18.8%	6.1%	24.9%	17	N/A
68	How satisfied are you with the training you receive for your present job?	79.4%	32.5%	46.9%	14.5%	6.1%	0.0%	6.1%	17	N/A
69	*Considering everything, how satisfied are you with your job?	95.7%	57.2%	38.5%	4.3%	0.0%	0.0%	0.0%	17	N/A
70	Considering everything, how satisfied are you with your pay?	73.5%	42.1%	31.4%	4.3%	5.6%	16.6%	22.1%	17	N/A
71	*Considering everything, how satisfied are you with your organization?	78.5%	45.5%	33.0%	15.9%	5.6%	0.0%	5.6%	17	N/A

<b>72. Currently, in my work unit poor performers usually:</b>	<b>N</b>	<b>%</b>
Remain in the work unit and improve their performance over time	2	16.9%
Remain in the work unit and continue to underperform	3	18.5%
Leave the work unit - removed or transferred	2	10.8%
Leave the work unit - quit	1	6.2%
There are no poor performers in my work unit	7	47.6%
<b>Item Response Total</b>	<b>15</b>	<b>100.0%</b>
Do not know	2	--
<b>Total</b>	<b>17</b>	<b>100.0%</b>

Percentages are weighted to represent the Agency's population.

<b>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?</b>	<b>N</b>	<b>%</b>
The shutdown had no impact on my working/pay status	15	91.5%
I did not work and did not receive pay until after the lapse ended	1	4.3%
I worked some of the shutdown but did not receive pay until after the lapse ended	0	0.0%
I worked for the entirety of the shutdown but did not receive pay until after the lapse ended	0	0.0%
Other, not listed above	1	4.2%
<b>Total</b>	<b>17</b>	<b>100.0%</b>

<b>74. How was your everyday work impacted during (if you worked) or after the partial government shutdown?</b>	<b>N</b>	<b>%</b>
It had no impact	6	33.7%
A slightly negative impact	3	17.6%
A moderately negative impact	6	38.3%
A very negative impact	2	10.4%
An extremely negative impact	0	0.0%
<b>Total</b>	<b>17</b>	<b>100.0%</b>

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

<b>75. In what ways did the partial government shutdown negatively affect your work? (Check all that apply)</b>	<b>N</b>	<b>%</b>
Unmanageable workload	0	0.0%
Missed deadlines	3	29.1%
Unrecoverable loss of work	0	0.0%

Reduced customer service	5	42.1%
Delayed work	6	53.2%
Reduced work quality	0	0.0%
Cutback of critical work	0	0.0%
Time lost in restarting work	3	22.0%
Unmet statutory requirements	1	6.5%
Other	6	55.8%
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Total (percents will add to more than 100% because respondents could choose more than one response option)	11	--

<b>76. Are you looking for another job because of the partial government shutdown?</b>	<b>N</b>	<b>%</b>
I am looking for another job <b>specifically</b> because of the shutdown	0	0.0%
I am looking for another job, but the shutdown is <b>only one</b> of the reasons	0	0.0%
I am looking for another job, but the shutdown had <b>no influence</b> on that decision	0	0.0%
I am <b>not</b> looking for another job currently	17	100.0%
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Total	17	100.0%

<b>77. My agency provided the support (e.g., communication, assistance, guidance) I needed during the partial government shutdown.</b>	<b>N</b>	<b>%</b>
Strongly Agree	6	58.7%
Agree	1	14.8%
Neither Agree nor Disagree	3	26.4%
Disagree	0	0.0%
Strongly Disagree	0	0.0%
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Item Response Total	10	100.0%
No support required	7	--
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Total	17	100.0%

Percentages are weighted to represent the Agency's population.

<b>78. Please select the response below that BEST describes your current teleworking schedule.</b>	<b>2019</b>		<b>2018</b>	
	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
I telework very infrequently, on an unscheduled or short-term basis	0	0.0%	0	0.0%
I telework, but only about 1 or 2 days per month	1	5.8%	2	9.5%
I telework 1 or 2 days per week	7	40.6%	12	55.1%
I telework 3 or 4 days per week	0	0.0%	1	3.6%
I telework every work day	4	25.1%	1	5.9%
I do not telework because I have to be physically present on the job	0	0.0%	0	0.0%
I do not telework because of technical issues that prevent me from teleworking	0	0.0%	1	3.5%
I do not telework because I did not receive approval to do so, even though I have the kind of job where I can telework	1	6.4%	2	13.0%
I do not telework because I choose not to telework	3	22.2%	1	9.5%
<b>Total</b>	<b>16</b>	<b>100.0%</b>	<b>20</b>	<b>100.0%</b>

<b>79. How satisfied are you with the Telework program in your agency?</b>	<b>2019</b>		
	<b>N</b>	<b>Satisfaction %</b>	<b>All Response Options %</b>
Very Satisfied	6	37.9%	33.3%
Satisfied	6	38.6%	33.9%
Neither Satisfied nor Dissatisfied	1	10.2%	8.9%
Dissatisfied	2	13.3%	11.6%
Very Dissatisfied	0	0.0%	0.0%
<b>Item Response Total</b>	<b>15</b>	<b>100.0%</b>	<b>87.7%</b>
I choose not to participate in this program	1	--	6.2%
This program is not available to me	1	--	6.1%
I am unaware of this program	0	--	0.0%
<b>Total</b>	<b>17</b>	<b>100.0%</b>	<b>100.0%</b>

<b>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):</b>	<b>2019</b>	
	<b>N</b>	<b>%</b>
Alternative Work Schedules	4	23.7%
Health and Wellness Programs	9	55.7%
Employee Assistance Program – EAP	1	8.9%
Child Care Programs	0	0.0%
Elder Care Programs	0	0.0%
None listed above	7	39.9%
<b>Total (percents will add to more than 100% because respondents could choose more than one response option)</b>	<b>17</b>	<b>--</b>

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

<b>81. How satisfied are you with the following Work-Life programs in your agency? Alternative Work Schedules</b>	<b>2019</b>		
	<b>N</b>	<b>Satisfaction %</b>	<b>All Response Options %</b>
Very Satisfied	4	43.2%	25.0%
Satisfied	5	46.3%	26.8%
Neither Satisfied nor Dissatisfied	1	10.5%	6.1%
Dissatisfied	0	0.0%	0.0%
Very Dissatisfied	0	0.0%	0.0%
<b>Item Response Total</b>	<b>10</b>	<b>100.0%</b>	<b>57.9%</b>
I choose not to participate in these programs	4	--	24.2%
These programs are not available to me	3	--	17.9%
I am unaware of these programs	0	--	0.0%
<b>Total</b>	<b>17</b>	<b>100.0%</b>	<b>100.0%</b>

<b>82. How satisfied are you with the following Work-Life programs in your agency? Health and Wellness Programs</b>	<b>2019</b>		
	<b>N</b>	<b>Satisfaction %</b>	<b>All Response Options %</b>
Very Satisfied	5	37.8%	31.8%
Satisfied	6	42.4%	35.7%
Neither Satisfied nor Dissatisfied	3	19.7%	16.6%
Dissatisfied	0	0.0%	0.0%



Very Dissatisfied	0	0.0%	0.0%
Item Response Total	14	100.0%	84.0%
I choose not to participate in these programs	1	--	5.6%
These programs are not available to me	1	--	6.1%
I am unaware of these programs	1	--	4.3%
Total	17	100.0%	100.0%

<b>83. How satisfied are you with the following Work-Life programs in your agency? Employee Assistance Program - EAP</b>		<b>2019</b>	
	<b>N</b>	<b>Satisfaction %</b>	<b>All Response Options %</b>
Very Satisfied	2	27.8%	14.5%
Satisfied	2	23.3%	12.2%
Neither Satisfied nor Dissatisfied	4	48.9%	25.5%
Dissatisfied	0	0.0%	0.0%
Very Dissatisfied	0	0.0%	0.0%
Item Response Total	8	100.0%	52.2%
I choose not to participate in these programs	7	--	37.4%
These programs are not available to me	1	--	6.1%
I am unaware of these programs	1	--	4.3%
Total	17	100.0%	100.0%

<b>84. How satisfied are you with the following Work-Life programs in your agency? Child Care Programs</b>		<b>2019</b>	
	<b>N</b>	<b>Satisfaction %</b>	<b>All Response Options %</b>
Very Satisfied	0	0.0%	0.0%
Satisfied	0	0.0%	0.0%
Neither Satisfied nor Dissatisfied	3	100.0%	17.5%
Dissatisfied	0	0.0%	0.0%
Very Dissatisfied	0	0.0%	0.0%
Item Response Total	3	100.0%	17.5%
I choose not to participate in these programs	7	--	43.7%
These programs are not available to me	5	--	34.1%
I am unaware of these programs	1	--	4.6%
Total	16	100.0%	100.0%

**2019**

<b>85. How satisfied are you with the following Work-Life programs in your agency? Elder Care Programs</b>			
	<b>N</b>	<b>Satisfaction %</b>	<b>All Response Options %</b>
Very Satisfied	0	0.0%	0.0%
Satisfied	1	26.9%	6.1%
Neither Satisfied nor Dissatisfied	2	54.2%	12.3%
Dissatisfied	1	18.9%	4.3%
Very Dissatisfied	0	0.0%	0.0%
<b>Item Response Total</b>	<b>4</b>	<b>100.0%</b>	<b>22.6%</b>
I choose not to participate in these programs	6	--	35.2%
These programs are not available to me	6	--	37.8%
I am unaware of these programs	1	--	4.3%
<b>Total</b>	<b>17</b>	<b>100.0%</b>	<b>100.0%</b>

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.