

SEE

# SURVEY OF EMPLOYEE ENGAGEMENT

Texas Department of Banking

Executive Summary

**2015**



# Executive Summary

## Table of Contents

---

Introduction .....	1
The Survey .....	2
Employee Engagement .....	3
People .....	4
Constructs .....	5
Areas of Strength and Concern .....	6
Climate .....	7
Focus Forward .....	8
Appendix A: Demographic Items .....	A1
Appendix B: Primary Items .....	B1
Appendix C: Additional Items .....	C1
Appendix D: Engagement Items .....	D1

Institute for Organizational Excellence  
The University of Texas at Austin  
1925 San Jacinto Blvd., D3500  
Austin, Texas 78712

[www.survey.utexas.edu](http://www.survey.utexas.edu)  
[orgexcel@utexas.edu](mailto:orgexcel@utexas.edu)  
Phone (512) 471-9831  
Fax (512) 471-9600

## Introduction

**THANK YOU** for your participation in the Survey of Employee Engagement (SEE). We trust that you will find this information helpful in your leadership planning and organizational development efforts. The SEE is specifically focused on the key drivers relative to the ability to engage employees towards successfully fulfilling the vision and mission of the organization.

Inside this report, you will find many tools to assist you in understanding the engagement of your employees. Your first indication of engagement will be the response rate of your employees. From there, we share with you the overall score for your organization, averaging all survey items. You will also find a breakdown of the levels of engagement found among your employees. We have provided demographic information about the employees surveyed as well as what percent are leaving or retiring in the near future. Then, this report contains a breakdown of the scoring for each construct we surveyed, highlighting areas of strength and areas of concern. Finally, we have provided Focus Forward action items throughout the report and a timeline suggesting how to move forward with what you have learned from the survey results.

Your report represents aggregate data, but some organizations will want further information. For example, the SEE makes it possible to see results broken down by demographic groupings. We would enjoy hearing how you've used the data, and what you liked and disliked about the SEE experience. We are here to help you engage your employees in achieving your vision and mission.



Noel Landuyt  
Associate Director  
Institute for Organizational Excellence

## Organization Profile



**Texas Department of Banking**

**Organizational Leadership:**  
Charles Cooper, Commissioner

**Benchmark Categories:**  
Size 3: Organizations with 101 to 300 employees  
Mission 8 : Regulatory

### Survey Administration

Collection Period:  
10/19/2015 through 11/06/2015

Survey Liaison:  
Wendy Rodriguez  
Director - Strategic Support  
2601 N. Lamar Blvd.  
Austin, TX 78705

(512) 475-1320  
wendy.rodriguez@dob.texas.gov

## The Survey



**48**  
Primary  
Items

### Primary Items

The Survey of Employee Engagement (SEE) consists of a series of 48 primary items used to assess essential and fundamental aspects of how the organization functions. The items are on a 5-point scale from Strongly Disagree (1) to Strongly Agree (5).

### Demographic Items

Also included on the SEE instrument are a series of items to ascertain the demography of the respondents.



**12**  
Constructs

### Constructs

Similar items are grouped together, and their scores are averaged to produce twelve construct measures. These constructs capture the concepts most utilized by leadership and drive organizational performance and engagement.

 Workgroup	 Strategic	 Supervision	 Workplace	 Community	 Information Systems
 Internal Communication	 Pay	 Benefits	 Employee Development	 Job Satisfaction	 Employee Engagement



**2**  
Key  
Scores

### Overall Score

The Overall Score is an average of all survey items and represents the overall score for the organization. It is a broad indicator for comparison purposes with other entities.

### Levels of Employee Engagement

Twelve items crossing several survey constructs have been selected to assess the level of engagement (high, moderate, or low) among individual employees.

<div style="background-color: #4682b4; color: white; padding: 5px;"> <h2 style="margin: 0;">6 Breakout Categories</h2> <p>Organizations can use breakout categories to get a cross-sectional look at specific functional or geographic areas. Your organization had a total of 6 breakout categories.</p> </div>	<div style="background-color: #4682b4; color: white; padding: 5px;"> <h2 style="margin: 0;">4 Additional Items</h2> <p>Organizations can customize their survey with up to 20 additional items. These items can target issues specific to the organization. Your organization added 4 additional items.</p> </div>
--	--

## Employee Engagement

# 97.3%

Up 3.8%

### Response Rate

The response rate to the survey is your first indication of the level of employee engagement in your organization. Of the 185 employees invited to take the survey, 180 responded for a response rate of 97.3%. As a general rule, rates higher than 50% suggest soundness, while rates lower than 30% may indicate problems. At 97.3%, your response rate is considered high. High rates mean that employees have an investment in the organization and are willing to contribute towards making improvements within the workplace. With this level of engagement, employees have high expectations from leadership to act upon the survey results.

### Overall Score

The overall score is a broad indicator for comparison purposes with other entities. Scores above 350 are desirable, and when scores dip below 300, there should be cause for concern. Scores above 400 are the product of a highly engaged workforce. **Your Overall Score from last time was 407.**



### Levels of Employee Engagement

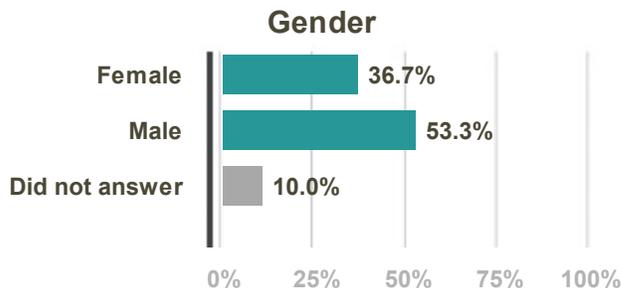
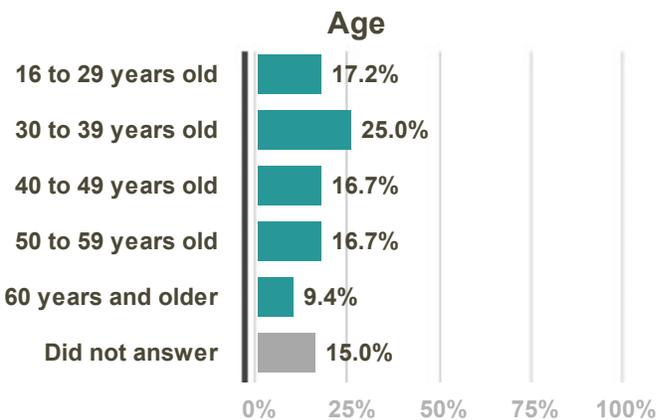
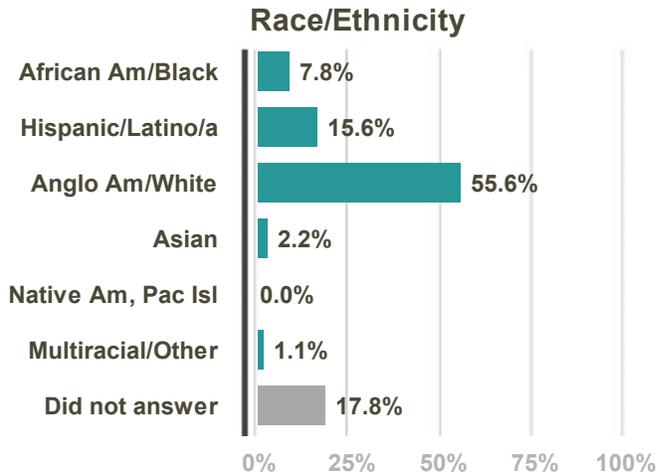
Twelve items crossing several survey constructs have been selected to assess the level of engagement among individual employees. For this organization, 28% of employees are Highly Engaged, 36% are Engaged, 33% are Moderately Engaged, and 3% are Disengaged.

Highly Engaged employees are willing to go above and beyond in their employment. Engaged employees are more present in the workplace and show an effort to help out. Moderately Engaged employees are physically present, but put minimal effort towards accomplishing the job. Disengaged employees are disinterested in their jobs and may be actively working against their coworkers.

For comparison purposes, according to nationwide polling data, about 30% of employees are Highly Engaged or Engaged, 50% are Moderately Engaged, and 20% are Disengaged. While these numbers may seem intimidating, they offer a starting point for discussions on how to further engage employees. Focus on building trust, encouraging the expression of ideas, and providing employees with the resources, guidance, and training they need to do their best work.

# People

Examining demographic data is an important aspect of determining the level of consensus and shared viewpoints across the organization. A diverse workforce helps ensure that different ideas are understood, and that those served see the organization as representative of the community. Gender, race/ethnicity, and age are just a few ways to measure diversity. While percentages can vary among different organizations, extreme imbalances should be a cause for concern.



### YEARS OF SERVICE With this Organization

18% New Hires (0-2 years)  
 41% Experienced (3-10 years)  
 31% Very Experienced (11+ years)  
 11% Did Not Answer

*Each figure represents about 2 employees.*

## FOCUS FORWARD >>>

### 1% INTEND TO LEAVE

Understand why people are leaving your organization by examining retention factors such as working conditions, market competitiveness, or upcoming retirement. Focus efforts on the factors with the greatest impact on turnover and consider using exit surveys to target specific issues.

## Constructs

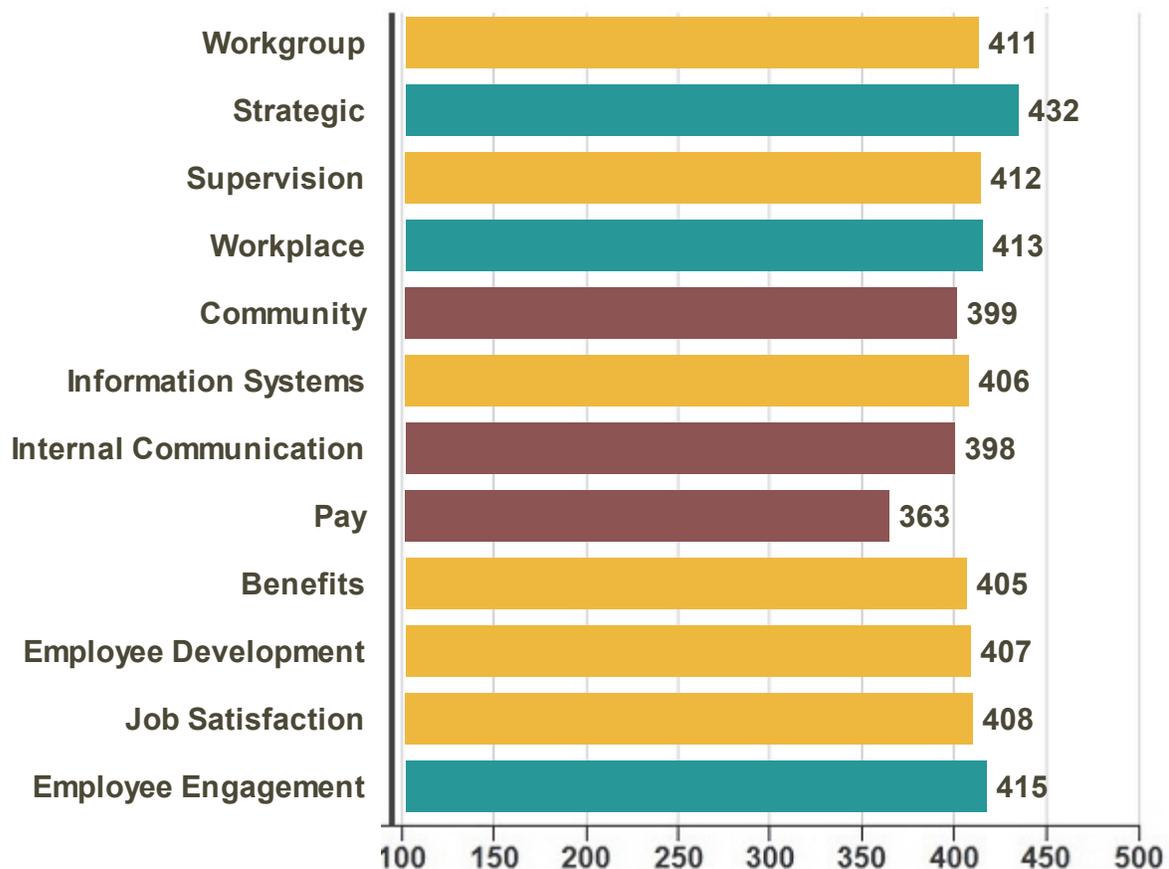
Similar items are grouped together and their scores are averaged and multiplied by 100 to produce 12 construct measures. These constructs capture the concepts most utilized by leadership and drive organizational performance and engagement.

Each construct is displayed below with its corresponding score. Constructs have been coded below to highlight the organization's areas of strength and concern. The three highest are green, the three lowest are red, and all others are yellow. Scores typically range from 300 to 450, and 350 is a tipping point between positive and negative perceptions. The lowest score for a construct is 100, while the highest is 500.

### FOCUS FORWARD >>>

Every organization faces different challenges depending on working conditions, resources, and job characteristics. On the next page, we highlight the constructs that are relative strengths and concerns for your organization. While it is important to examine areas of concern, this is also an opportunity to recognize and celebrate areas that employees have judged to be strengths. All organizations start in a different place, and there is always room for improvement within each area.

### Constructs



## Areas of Strength and Concern

### Areas of Strength



#### Strategic

**Score: 432**

The strategic construct captures employees' perceptions of their role in the organization and the organization's mission, vision, and strategic plan. Higher scores suggest that employees understand their role in the organization and consider the organization's reputation to be positive.



#### Employee Engagement

**Score: 415**

The employee engagement construct captures the degree to which employees are willing to go above and beyond, feel committed to the organization and are present while working. Higher scores suggest that employees feel that their ideas count, their work impacts the organization and their well-being and development are valued at the organization.



#### Workplace

**Score: 413**

The workplace construct captures employees' perceptions of the total work atmosphere, the degree to which they consider it safe, and the overall feel. Higher scores suggest that employees see the setting as satisfactory, safe and that adequate tools and resources are available.

### Areas of Concern



#### Pay

**Score: 363**

The pay construct captures employees' perceptions about how well the compensation package offered by the organization holds up when compared to similar jobs in other organizations. Lower scores suggest that pay is a central concern or reason for discontent and is not comparable to similar organizations.



#### Internal Communication

**Score: 398**

The internal communication construct captures employees' perceptions of whether communication in the organization is reasonable, candid and helpful. Lower scores suggest that employees feel information does not arrive in a timely fashion and is difficult to find.



#### Community

**Score: 399**

The community construct captures employees' perceptions of the relationships between employees in the workplace, including trust, respect, care, and diversity among colleagues. Lower scores suggest that employees feel a lack of trust and reciprocity from their colleagues.



## Climate

The climate in which employees work does, to a large extent, determine the efficiency and effectiveness of an organization. The appropriate climate is a combination of a safe, non-harassing environment with ethical abiding employees who treat each other with fairness and respect. Moreover, it is an organization with proactive management that communicates and has the capability to make thoughtful decisions. Below are the percentages of employees who marked disagree or strongly disagree for each of the 6 climate items.

<p><b>8.4%</b></p> <p>feel there aren't enough opportunities to give <b>supervisor feedback</b>.</p> <p>Leadership skills should be evaluated and sharpened on a regular basis. Consider implementing 360 Degree Leadership Evaluations so supervisors can get feedback from their boss, peers, and direct reports.</p>	<p><b>6.1%</b></p> <p>feel <b>workplace harassment</b> is not adequately addressed.</p> <p>While no amount of harassment is desirable within an organization, percentages <b>above 5%</b> require a serious look at workplace culture and the policies for dealing with harassment.</p>	<p>Highest Level of Disagreement</p> 
<p><b>5.6%</b></p> <p>feel that <b>upper management</b> should communicate better.</p> <p>Upper management should make efforts to be visible and accessible, as well as utilize intranet/internet sites, email, and social media as appropriate to keep employees informed.</p>	<p><b>5.6%</b></p> <p>believe the <b>information from this survey</b> will go unused.</p> <p>Conducting the survey creates momentum and interest in organizational improvement, so it's critical that leadership acts upon the data and keeps employees informed of changes as they occur.</p>	
<p><b>2.8%</b></p> <p>feel they are <b>not treated fairly</b> in the workplace.</p> <p>Favoritism can negatively affect morale and cause resentment among employees. When possible, ensure responsibilities and opportunities are being shared evenly and appropriately.</p>	<p><b>1.1%</b></p> <p>feel there are <b>issues with ethics</b> in the workplace.</p> <p>An ethical climate is a foundation of building trust within an organization. Reinforce the importance of ethical behavior to employees, and ensure there are appropriate channels to handle ethical violations.</p>	 <p>Lowest Level of Disagreement</p>

## FOCUS FORWARD >>>

After the survey data has been compiled, the results are returned approximately one to two months after data collection stops. Survey results are provided in several formats to provide maximum flexibility in interpreting the data and sharing the data with the entire organization. The quick turnaround in reporting allows for immediate action upon the results while they are still current.

### Survey Results Received

Executive Summaries, Data Reports, and Excel data are provided for the organization as a whole and for breakout categories. Any of these formats can be used alone or in combination to create rich information on which employees can base their ideas for change.



DEC  
2015

JAN  
2016



### Review Survey Data

Review the data and summaries with the executive staff, and develop a plan for circulating the data to all employees. Several types of benchmark scores provide relevant external comparisons, and breakdown categories can be used to make internal comparisons.

### Share with All Employees

Share results by creating reports, newsletters, or PowerPoint presentations providing data along with illustrations pertinent to the organization. Have employees participate in small work unit groups to review reports as they are distributed.



FEB  
2016

MAR  
2016



### Engage Employees in Change

Designate the Change Team composed of a diagonal slice across the organization that will guide the effort. Review the organization's strengths and brainstorm on how to best address weaknesses. Provide employees with comment cards to express their ideas.

### Move Forward with Change

Have the Change Team compile the priority change topics and action points, and present them to the executive staff. Discuss the administrative protocols for implementing the changes. Determine the plan of action, set a reasonable timeline, and keep employees informed of changes.



MAY  
2016

JUL  
2016



### Sharpen Your Focus

Further data breakdowns and custom reports are available. We also offer leadership assessments, employee pulse and exit surveys, and customer satisfaction surveys. Consultation time for presentations and focus groups is available as well. Please contact us at any time: [www.survey.utexas.edu](http://www.survey.utexas.edu)

### Resurvey

Administer the Survey of Employee Engagement again to document the effectiveness of your change efforts.



SEP  
2017

## Demographic Items

---

Survey respondent information reports the response rate and frequency information for all demographic variables that were asked of participants. Response Rate is a good indicator of employees' willingness to engage in efforts to improve the organization. Scope of Participation is a gauge to see whether or not employees by demographic characteristics participated in the survey.

### Response Rate

Your response rate is the percentage of surveys distributed divided by the number of valid surveys received. For category reports, we only report the response rate for the organization as a whole.

### What is a good response rate?

If your organization sampled employees, the answer must take into consideration size, sampling strategy, variance, and error tolerance. When all employees are surveyed (census), a general rule for organizations of at least 500, is that a 30% rate is a low, but an acceptable level of response. In general, response rates of greater than 50% (regardless of number of employees) indicate a strong level of participation.

### What about non-respondents?

First, you should review the scope of participation discussed in the following paragraph. Second, you need to ascertain whether or not a more focused effort is needed to determine why some groups did not respond.

### Scope of Participation

Respondent information is used as a gauge of the scope of participation. For example, the percentages of male and female respondents should roughly mirror your organization's gender composition. This should be true for the other demographic categories. If not, consider whether or not additional efforts need to be made to engage those low participating categories. It is important to note the following:

- If less than five respondents selected a demographic variable, "Less Than Five" and "Not Available" is reported to protect the respondents' anonymity.
- Participants have the option to skip items or select prefer not to answer. Both of these non-responses are combined to give a total "Prefer not to answer" count.

## Demographic Items

Total Respondents: 180  
 Surveys Distributed: 185  
 Response Rate: 97.3%

**Number  
of Survey  
Respondents**

**Percent  
of Survey  
Respondents**

### My highest education level

Did not finish high school:	Less than 5	Not Available
High school diploma (or GED):	Less than 5	Not Available
Some college:	16	8.89%
Associate's Degree:	Less than 5	Not Available
Bachelor's Degree:	110	61.11%
Master's Degree:	35	19.44%
Doctoral Degree:	6	3.33%
Prefer not to answer:	9	5.00%

### I am

Female:	66	36.67%
Male:	96	53.33%
Prefer not to answer:	18	10.00%

### My annual salary (before taxes)

Less than \$15,000:	Less than 5	Not Available
\$15,000-\$25,000:	Less than 5	Not Available
\$25,001-\$35,000:	Less than 5	Not Available
\$35,001-\$45,000:	10	5.56%
\$45,001-\$50,000:	11	6.11%
\$50,001-\$60,000:	22	12.22%
\$60,001-\$75,000:	36	20.00%
More than \$75,000:	83	46.11%
Prefer not to answer:	18	10.00%

### My age (in years)

16-29:	31	17.22%
30-39:	45	25.00%
40-49:	30	16.67%
50-59:	30	16.67%
60+:	17	9.44%
Prefer not to answer:	27	15.00%

## Demographic Items

Total Respondents: 180  
 Surveys Distributed: 185  
 Response Rate: 97.3%

**Number  
of Survey  
Respondents**

**Percent  
of Survey  
Respondents**

### Years of service with this organization

Less than 1:	9	5.00%
1-2:	23	12.78%
3-5:	36	20.00%
6-10:	37	20.56%
11-15:	31	17.22%
16+:	24	13.33%
Prefer not to answer:	20	11.11%

### My race/ethnic identification

African-American or Black:	14	7.78%
Hispanic or Latino/a:	28	15.56%
Anglo-American or White:	100	55.56%
Asian:	Less than 5	Not Available
American Indian or Pacific Islander:	Less than 5	Not Available
Multiracial or Other:	Less than 5	Not Available
Prefer not to answer:	32	17.78%

### I am currently in a supervisory role.

Yes:	30	16.67%
No:	130	72.22%
Prefer not to answer:	20	11.11%

### I received a promotion during the past two years.

Yes:	88	48.89%
No:	77	42.78%
Prefer not to answer:	15	8.33%

### I received a merit increase during the past two years.

Yes:	130	72.22%
No:	35	19.44%
Prefer not to answer:	15	8.33%

## Demographic Items

---

Total Respondents: 180  
 Surveys Distributed: 185  
 Response Rate: 97.3%

**Number  
of Survey  
Respondents**

**Percent  
of Survey  
Respondents**

**I plan to be working for this organization in one year.**

Yes:	160	88.89%
No:	Less than 5	Not Available
Prefer not to answer:	19	10.56%

## Primary Items

---

For the primary items (numbered 1-48), participants were asked to indicate how they agreed with each positively phrased statement. If participants did not have information or the item did not apply, they were to select don't know/not applicable.

### Reported Data

Each primary item is returned with the item text and two types of reported numerical data, response data and benchmark data. The following definitions correspond to survey items:

### Response Data

- **Score** is calculated by averaging all item responses on a five point scale ranging from 5=Strongly Agree to 1=Strongly Disagree. If the participant selected Don't Know/Not Applicable, their response is considered a valid response, but it is not used in the calculation of the score.
- **Standard Deviation** calculates the level of agreement. Large deviations indicate greater levels of disagreement. For this report, you can expect standard deviations to be between .7 and 1.10.
- **Total Respondents** is the number of valid responses including Don't Know/Not Applicable. If everyone did not answer every item, the number of respondents for an item is less than the number of respondents reported in your response rate.
- **Respondents** is the number of participants who selected each item (strongly agree, agree, etc.).
- **Percentage** is the number of participants who selected each item (strongly agree, agree, etc.) divided by the total number of valid responses.
- **Percent Agreement** is the number of participants who agreed with the item (strongly agree or agree) divided by the total number of valid responses.

### Benchmark Data

- **Past Score** is your organization's score reported from the previous iteration, if available.
- **Similar Mission** is the average score from organizations that share a similar mission to your organization.
- **Similar Size** is the average score from organizations that are a similar size to your organization.
- **All Organizations** is the average score from all organizations.

### Interpreting Data

Any interpretation of data must be done in context of the organizational setting and environmental factors impacting the organization. Regardless of the averages, scores range from areas of strength to areas of concern. In general, most scores are between 3.25 and 3.75. Scores below a 3.25 are of concern because they indicate general dissatisfaction. Scores above 3.75 indicate positive perceptions. When available, over time data provides previous scores from and benchmark data comparative scores. In general (because various factors and statistical test would be needed to confirm), scores that have changed or differ by .2 may be significant.

## Primary Items

 <p><b>1. My work group cooperates to get the job done.</b></p> <div style="text-align: center;">  <p><b>95% Agreement</b></p> </div> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th></th> <th style="color: #008080;">Strongly Agree</th> <th style="color: #008080;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th style="color: #008080;">Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Response:</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Respondents:</td> <td>81</td> <td>89</td> <td>7</td> <td>1</td> <td>1</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>45.25%</td> <td>49.72%</td> <td>3.91%</td> <td>0.56%</td> <td>0.56%</td> <td>0.00%</td> </tr> </tbody> </table>		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Response:							Respondents:	81	89	7	1	1	0	Percentage:	45.25%	49.72%	3.91%	0.56%	0.56%	0.00%	<p style="text-align: center; color: #008080;"><b>95% Agreement</b></p> <p><b>SCORE:</b> <b>4.39</b></p> <p>Std. Dev.: 0.65</p> <p>Total Respondents: 179</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.43</p> <p>Similar Mission: 4.20</p> <p>Similar Size: 4.22</p> <p>All Orgs: 4.18</p>
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																							
Response:																													
Respondents:	81	89	7	1	1	0																							
Percentage:	45.25%	49.72%	3.91%	0.56%	0.56%	0.00%																							
 <p><b>2. In my work group, my opinions and ideas count.</b></p> <div style="text-align: center;">  <p><b>86% Agreement</b></p> </div> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th></th> <th style="color: #008080;">Strongly Agree</th> <th style="color: #008080;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th style="color: #008080;">Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Response:</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Respondents:</td> <td>61</td> <td>93</td> <td>20</td> <td>5</td> <td>1</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>33.89%</td> <td>51.67%</td> <td>11.11%</td> <td>2.78%</td> <td>0.56%</td> <td>0.00%</td> </tr> </tbody> </table>		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Response:							Respondents:	61	93	20	5	1	0	Percentage:	33.89%	51.67%	11.11%	2.78%	0.56%	0.00%	<p style="text-align: center; color: #008080;"><b>86% Agreement</b></p> <p><b>SCORE:</b> <b>4.16</b></p> <p>Std. Dev.: 0.77</p> <p>Total Respondents: 180</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 3.95</p> <p>Similar Mission: 3.81</p> <p>Similar Size: 3.66</p> <p>All Orgs: 3.70</p>
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																							
Response:																													
Respondents:	61	93	20	5	1	0																							
Percentage:	33.89%	51.67%	11.11%	2.78%	0.56%	0.00%																							
 <p><b>3. My work group regularly uses performance data to improve the quality of our work.</b></p> <div style="text-align: center;">  <p><b>65% Agreement</b></p> </div> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th></th> <th style="color: #008080;">Strongly Agree</th> <th style="color: #008080;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th style="color: #008080;">Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Response:</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Respondents:</td> <td>33</td> <td>84</td> <td>45</td> <td>13</td> <td>2</td> <td>2</td> </tr> <tr> <td>Percentage:</td> <td>18.44%</td> <td>46.93%</td> <td>25.14%</td> <td>7.26%</td> <td>1.12%</td> <td>1.12%</td> </tr> </tbody> </table>		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Response:							Respondents:	33	84	45	13	2	2	Percentage:	18.44%	46.93%	25.14%	7.26%	1.12%	1.12%	<p style="text-align: center; color: #008080;"><b>65% Agreement</b></p> <p><b>SCORE:</b> <b>3.75</b></p> <p>Std. Dev.: 0.88</p> <p>Total Respondents: 179</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 3.70</p> <p>Similar Mission: 3.72</p> <p>Similar Size: 3.51</p> <p>All Orgs: 3.60</p>
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																							
Response:																													
Respondents:	33	84	45	13	2	2																							
Percentage:	18.44%	46.93%	25.14%	7.26%	1.12%	1.12%																							
 <p><b>4. In my work group, there is a real feeling of teamwork.</b></p> <div style="text-align: center;">  <p><b>84% Agreement</b></p> </div> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th></th> <th style="color: #008080;">Strongly Agree</th> <th style="color: #008080;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th style="color: #008080;">Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Response:</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Respondents:</td> <td>63</td> <td>87</td> <td>22</td> <td>6</td> <td>1</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>35.20%</td> <td>48.60%</td> <td>12.29%</td> <td>3.35%</td> <td>0.56%</td> <td>0.00%</td> </tr> </tbody> </table>		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Response:							Respondents:	63	87	22	6	1	0	Percentage:	35.20%	48.60%	12.29%	3.35%	0.56%	0.00%	<p style="text-align: center; color: #008080;"><b>84% Agreement</b></p> <p><b>SCORE:</b> <b>4.15</b></p> <p>Std. Dev.: 0.80</p> <p>Total Respondents: 179</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.10</p> <p>Similar Mission: 3.87</p> <p>Similar Size: 3.81</p> <p>All Orgs: 3.82</p>
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																							
Response:																													
Respondents:	63	87	22	6	1	0																							
Percentage:	35.20%	48.60%	12.29%	3.35%	0.56%	0.00%																							

## Primary Items

 <p><b>5. Our organization is known for the quality of work we provide.</b></p> <p style="text-align: center;"><b>96% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>92</td> <td>80</td> <td>5</td> <td>2</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>51.40%</td> <td>44.69%</td> <td>2.79%</td> <td>1.12%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	92	80	5	2	0	0	Percentage:	51.40%	44.69%	2.79%	1.12%	0.00%	0.00%	<p style="text-align: center;"><b>96% Agreement</b></p> <p><b>SCORE:</b> 4.46</p> <p>Std. Dev.: 0.61</p> <p>Total Respondents: 179</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.45</p> <p>Similar Mission: 3.97</p> <p>Similar Size: 3.97</p> <p>All Orgs: 3.93</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	92	80	5	2	0	0																
Percentage:	51.40%	44.69%	2.79%	1.12%	0.00%	0.00%																
 <p><b>6. I know how my work impacts others in the organization.</b></p> <p style="text-align: center;"><b>95% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>85</td> <td>86</td> <td>5</td> <td>4</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>47.22%</td> <td>47.78%</td> <td>2.78%</td> <td>2.22%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	85	86	5	4	0	0	Percentage:	47.22%	47.78%	2.78%	2.22%	0.00%	0.00%	<p style="text-align: center;"><b>95% Agreement</b></p> <p><b>SCORE:</b> 4.40</p> <p>Std. Dev.: 0.66</p> <p>Total Respondents: 180</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.28</p> <p>Similar Mission: 4.21</p> <p>Similar Size: 4.09</p> <p>All Orgs: 4.12</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	85	86	5	4	0	0																
Percentage:	47.22%	47.78%	2.78%	2.22%	0.00%	0.00%																
 <p><b>7. My organization develops services to match the needs of our customers/clients.</b></p> <p style="text-align: center;"><b>85% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>55</td> <td>98</td> <td>20</td> <td>0</td> <td>2</td> <td>4</td> </tr> <tr> <td>Percentage:</td> <td>30.73%</td> <td>54.75%</td> <td>11.17%</td> <td>0.00%</td> <td>1.12%</td> <td>2.23%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	55	98	20	0	2	4	Percentage:	30.73%	54.75%	11.17%	0.00%	1.12%	2.23%	<p style="text-align: center;"><b>85% Agreement</b></p> <p><b>SCORE:</b> 4.17</p> <p>Std. Dev.: 0.71</p> <p>Total Respondents: 179</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.20</p> <p>Similar Mission: 4.05</p> <p>Similar Size: 3.94</p> <p>All Orgs: 3.97</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	55	98	20	0	2	4																
Percentage:	30.73%	54.75%	11.17%	0.00%	1.12%	2.23%																
 <p><b>8. Our organization communicates effectively with the public.</b></p> <p style="text-align: center;"><b>87% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>60</td> <td>96</td> <td>18</td> <td>1</td> <td>1</td> <td>4</td> </tr> <tr> <td>Percentage:</td> <td>33.33%</td> <td>53.33%</td> <td>10.00%</td> <td>0.56%</td> <td>0.56%</td> <td>2.22%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	60	96	18	1	1	4	Percentage:	33.33%	53.33%	10.00%	0.56%	0.56%	2.22%	<p style="text-align: center;"><b>87% Agreement</b></p> <p><b>SCORE:</b> 4.21</p> <p>Std. Dev.: 0.69</p> <p>Total Respondents: 180</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.14</p> <p>Similar Mission: 4.12</p> <p>Similar Size: 3.98</p> <p>All Orgs: 3.97</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	60	96	18	1	1	4																
Percentage:	33.33%	53.33%	10.00%	0.56%	0.56%	2.22%																

## Primary Items

 <p><b>9. I have a good understanding of our mission, vision, and strategic plan.</b></p> <p style="text-align: center;"><b>97% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>72</td> <td>101</td> <td>6</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>40.22%</td> <td>56.42%</td> <td>3.35%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	72	101	6	0	0	0	Percentage:	40.22%	56.42%	3.35%	0.00%	0.00%	0.00%	<p style="text-align: center;"><b>97% Agreement</b></p> <p><b>SCORE:</b> 4.37</p> <p>Std. Dev.: 0.55</p> <p>Total Respondents: 179</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.34</p> <p>Similar Mission: 4.20</p> <p>Similar Size: 4.05</p> <p>All Orgs: 4.13</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	72	101	6	0	0	0																
Percentage:	40.22%	56.42%	3.35%	0.00%	0.00%	0.00%																
 <p><b>10. My supervisor provides me with a clear understanding of my work responsibilities.</b></p> <p style="text-align: center;"><b>88% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>64</td> <td>95</td> <td>17</td> <td>2</td> <td>2</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>35.56%</td> <td>52.78%</td> <td>9.44%</td> <td>1.11%</td> <td>1.11%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	64	95	17	2	2	0	Percentage:	35.56%	52.78%	9.44%	1.11%	1.11%	0.00%	<p style="text-align: center;"><b>88% Agreement</b></p> <p><b>SCORE:</b> 4.21</p> <p>Std. Dev.: 0.75</p> <p>Total Respondents: 180</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.25</p> <p>Similar Mission: 4.18</p> <p>Similar Size: 4.03</p> <p>All Orgs: 4.10</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	64	95	17	2	2	0																
Percentage:	35.56%	52.78%	9.44%	1.11%	1.11%	0.00%																
 <p><b>11. My supervisor recognizes outstanding work.</b></p> <p style="text-align: center;"><b>76% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>54</td> <td>81</td> <td>34</td> <td>6</td> <td>1</td> <td>2</td> </tr> <tr> <td>Percentage:</td> <td>30.34%</td> <td>45.51%</td> <td>19.10%</td> <td>3.37%</td> <td>0.56%</td> <td>1.12%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	54	81	34	6	1	2	Percentage:	30.34%	45.51%	19.10%	3.37%	0.56%	1.12%	<p style="text-align: center;"><b>76% Agreement</b></p> <p><b>SCORE:</b> 4.03</p> <p>Std. Dev.: 0.83</p> <p>Total Respondents: 178</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.02</p> <p>Similar Mission: 4.01</p> <p>Similar Size: 3.91</p> <p>All Orgs: 3.95</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	54	81	34	6	1	2																
Percentage:	30.34%	45.51%	19.10%	3.37%	0.56%	1.12%																
 <p><b>12. I am given the opportunity to do my best work.</b></p> <p style="text-align: center;"><b>86% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>58</td> <td>97</td> <td>20</td> <td>2</td> <td>2</td> <td>1</td> </tr> <tr> <td>Percentage:</td> <td>32.22%</td> <td>53.89%</td> <td>11.11%</td> <td>1.11%</td> <td>1.11%</td> <td>0.56%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	58	97	20	2	2	1	Percentage:	32.22%	53.89%	11.11%	1.11%	1.11%	0.56%	<p style="text-align: center;"><b>86% Agreement</b></p> <p><b>SCORE:</b> 4.16</p> <p>Std. Dev.: 0.75</p> <p>Total Respondents: 180</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.15</p> <p>Similar Mission: 4.16</p> <p>Similar Size: 4.04</p> <p>All Orgs: 4.09</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	58	97	20	2	2	1																
Percentage:	32.22%	53.89%	11.11%	1.11%	1.11%	0.56%																

## Primary Items

 <p><b>13. My supervisor is consistent when administering policies concerning employees.</b></p> <p style="text-align: center;"><b>78% Agreement</b></p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th></th> <th style="color: #008080;">Strongly Agree</th> <th style="color: #008080;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th style="color: #008080;">Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Response:</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Respondents:</td> <td>56</td> <td>84</td> <td>30</td> <td>4</td> <td>4</td> <td>2</td> </tr> <tr> <td>Percentage:</td> <td>31.11%</td> <td>46.67%</td> <td>16.67%</td> <td>2.22%</td> <td>2.22%</td> <td>1.11%</td> </tr> </tbody> </table>		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Response:							Respondents:	56	84	30	4	4	2	Percentage:	31.11%	46.67%	16.67%	2.22%	2.22%	1.11%	<p style="text-align: center;"><b>78% Agreement</b></p> <p><b>SCORE:</b> <b>4.03</b></p> <p>Std. Dev.: 0.88</p> <p>Total Respondents: 180</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 3.99</p> <p>Similar Mission: 3.89</p> <p>Similar Size: 3.80</p> <p>All Orgs: 3.85</p>
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																							
Response:																													
Respondents:	56	84	30	4	4	2																							
Percentage:	31.11%	46.67%	16.67%	2.22%	2.22%	1.11%																							
 <p><b>14. My supervisor evaluates my performance fairly.</b></p> <p style="text-align: center;"><b>84% Agreement</b></p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th></th> <th style="color: #008080;">Strongly Agree</th> <th style="color: #008080;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th style="color: #008080;">Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Response:</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Respondents:</td> <td>63</td> <td>88</td> <td>23</td> <td>3</td> <td>0</td> <td>2</td> </tr> <tr> <td>Percentage:</td> <td>35.20%</td> <td>49.16%</td> <td>12.85%</td> <td>1.68%</td> <td>0.00%</td> <td>1.12%</td> </tr> </tbody> </table>		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Response:							Respondents:	63	88	23	3	0	2	Percentage:	35.20%	49.16%	12.85%	1.68%	0.00%	1.12%	<p style="text-align: center;"><b>84% Agreement</b></p> <p><b>SCORE:</b> <b>4.19</b></p> <p>Std. Dev.: 0.72</p> <p>Total Respondents: 179</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.08</p> <p>Similar Mission: 3.95</p> <p>Similar Size: 3.86</p> <p>All Orgs: 3.86</p>
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																							
Response:																													
Respondents:	63	88	23	3	0	2																							
Percentage:	35.20%	49.16%	12.85%	1.68%	0.00%	1.12%																							
 <p><b>15. Given the type of work I do, my physical workplace meets my needs.</b></p> <p style="text-align: center;"><b>89% Agreement</b></p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th></th> <th style="color: #008080;">Strongly Agree</th> <th style="color: #008080;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th style="color: #008080;">Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Response:</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Respondents:</td> <td>64</td> <td>96</td> <td>13</td> <td>5</td> <td>1</td> <td>1</td> </tr> <tr> <td>Percentage:</td> <td>35.56%</td> <td>53.33%</td> <td>7.22%</td> <td>2.78%</td> <td>0.56%</td> <td>0.56%</td> </tr> </tbody> </table>		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Response:							Respondents:	64	96	13	5	1	1	Percentage:	35.56%	53.33%	7.22%	2.78%	0.56%	0.56%	<p style="text-align: center;"><b>89% Agreement</b></p> <p><b>SCORE:</b> <b>4.21</b></p> <p>Std. Dev.: 0.74</p> <p>Total Respondents: 180</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.05</p> <p>Similar Mission: 4.08</p> <p>Similar Size: 3.98</p> <p>All Orgs: 3.98</p>
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																							
Response:																													
Respondents:	64	96	13	5	1	1																							
Percentage:	35.56%	53.33%	7.22%	2.78%	0.56%	0.56%																							
 <p><b>16. My workplace is well maintained.</b></p> <p style="text-align: center;"><b>77% Agreement</b></p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th></th> <th style="color: #008080;">Strongly Agree</th> <th style="color: #008080;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th style="color: #008080;">Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Response:</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Respondents:</td> <td>48</td> <td>90</td> <td>28</td> <td>9</td> <td>4</td> <td>1</td> </tr> <tr> <td>Percentage:</td> <td>26.67%</td> <td>50.00%</td> <td>15.56%</td> <td>5.00%</td> <td>2.22%</td> <td>0.56%</td> </tr> </tbody> </table>		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Response:							Respondents:	48	90	28	9	4	1	Percentage:	26.67%	50.00%	15.56%	5.00%	2.22%	0.56%	<p style="text-align: center;"><b>77% Agreement</b></p> <p><b>SCORE:</b> <b>3.94</b></p> <p>Std. Dev.: 0.91</p> <p>Total Respondents: 180</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.01</p> <p>Similar Mission: 3.88</p> <p>Similar Size: 3.77</p> <p>All Orgs: 3.82</p>
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																							
Response:																													
Respondents:	48	90	28	9	4	1																							
Percentage:	26.67%	50.00%	15.56%	5.00%	2.22%	0.56%																							

## Primary Items

	<p><b>17. There are sufficient procedures to ensure the safety of employees in the workplace.</b></p>	<p><b>89% Agreement</b></p>																												
<p style="text-align: center;"><b>89% Agreement</b></p>		<p><b>SCORE: 4.16</b>                  Std. Dev.: 0.66                  Total Respondents: 180  <b>BENCHMARKS</b>                  Past Score: 4.09                  Similar Mission: 4.09                  Similar Size: 4.00                  All Orgs: 4.02</p>																												
<table border="1"> <thead> <tr> <th></th> <th style="text-align: center;">Strongly Agree</th> <th style="text-align: center;">Agree</th> <th style="text-align: center;">Neutral</th> <th style="text-align: center;">Disagree</th> <th style="text-align: center;">Strongly Disagree</th> <th style="text-align: center;">Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Response:</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Respondents:</td> <td style="text-align: center;">51</td> <td style="text-align: center;">110</td> <td style="text-align: center;">15</td> <td style="text-align: center;">2</td> <td style="text-align: center;">1</td> <td style="text-align: center;">1</td> </tr> <tr> <td>Percentage:</td> <td style="text-align: center;">28.33%</td> <td style="text-align: center;">61.11%</td> <td style="text-align: center;">8.33%</td> <td style="text-align: center;">1.11%</td> <td style="text-align: center;">0.56%</td> <td style="text-align: center;">0.56%</td> </tr> </tbody> </table>			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Response:							Respondents:	51	110	15	2	1	1	Percentage:	28.33%	61.11%	8.33%	1.11%	0.56%	0.56%	
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																								
Response:																														
Respondents:	51	110	15	2	1	1																								
Percentage:	28.33%	61.11%	8.33%	1.11%	0.56%	0.56%																								
	<p><b>18. I have adequate resources and equipment to do my job.</b></p>	<p><b>92% Agreement</b></p>																												
<p style="text-align: center;"><b>92% Agreement</b></p>		<p><b>SCORE: 4.22</b>                  Std. Dev.: 0.67                  Total Respondents: 178  <b>BENCHMARKS</b>                  Past Score: 4.05                  Similar Mission: 4.02                  Similar Size: 3.91                  All Orgs: 3.91</p>																												
<table border="1"> <thead> <tr> <th></th> <th style="text-align: center;">Strongly Agree</th> <th style="text-align: center;">Agree</th> <th style="text-align: center;">Neutral</th> <th style="text-align: center;">Disagree</th> <th style="text-align: center;">Strongly Disagree</th> <th style="text-align: center;">Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Response:</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Respondents:</td> <td style="text-align: center;">59</td> <td style="text-align: center;">104</td> <td style="text-align: center;">10</td> <td style="text-align: center;">5</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> </tr> <tr> <td>Percentage:</td> <td style="text-align: center;">33.15%</td> <td style="text-align: center;">58.43%</td> <td style="text-align: center;">5.62%</td> <td style="text-align: center;">2.81%</td> <td style="text-align: center;">0.00%</td> <td style="text-align: center;">0.00%</td> </tr> </tbody> </table>			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Response:							Respondents:	59	104	10	5	0	0	Percentage:	33.15%	58.43%	5.62%	2.81%	0.00%	0.00%	
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																								
Response:																														
Respondents:	59	104	10	5	0	0																								
Percentage:	33.15%	58.43%	5.62%	2.81%	0.00%	0.00%																								
	<p><b>19. The people I work with treat each other with respect.</b></p>	<p><b>84% Agreement</b></p>																												
<p style="text-align: center;"><b>84% Agreement</b></p>		<p><b>SCORE: 4.06</b>                  Std. Dev.: 0.76                  Total Respondents: 179  <b>BENCHMARKS</b>                  Past Score: 4.11                  Similar Mission: 3.90                  Similar Size: 3.93                  All Orgs: 3.87</p>																												
<table border="1"> <thead> <tr> <th></th> <th style="text-align: center;">Strongly Agree</th> <th style="text-align: center;">Agree</th> <th style="text-align: center;">Neutral</th> <th style="text-align: center;">Disagree</th> <th style="text-align: center;">Strongly Disagree</th> <th style="text-align: center;">Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Response:</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Respondents:</td> <td style="text-align: center;">47</td> <td style="text-align: center;">104</td> <td style="text-align: center;">20</td> <td style="text-align: center;">7</td> <td style="text-align: center;">1</td> <td style="text-align: center;">0</td> </tr> <tr> <td>Percentage:</td> <td style="text-align: center;">26.26%</td> <td style="text-align: center;">58.10%</td> <td style="text-align: center;">11.17%</td> <td style="text-align: center;">3.91%</td> <td style="text-align: center;">0.56%</td> <td style="text-align: center;">0.00%</td> </tr> </tbody> </table>			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Response:							Respondents:	47	104	20	7	1	0	Percentage:	26.26%	58.10%	11.17%	3.91%	0.56%	0.00%	
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																								
Response:																														
Respondents:	47	104	20	7	1	0																								
Percentage:	26.26%	58.10%	11.17%	3.91%	0.56%	0.00%																								
	<p><b>20. My organization works to attract, develop, and retain people with diverse backgrounds.</b></p>	<p><b>78% Agreement</b></p>																												
<p style="text-align: center;"><b>78% Agreement</b></p>		<p><b>SCORE: 3.97</b>                  Std. Dev.: 0.84                  Total Respondents: 178  <b>BENCHMARKS</b>                  Past Score: 4.10                  Similar Mission: 3.86                  Similar Size: 3.70                  All Orgs: 3.76</p>																												
<table border="1"> <thead> <tr> <th></th> <th style="text-align: center;">Strongly Agree</th> <th style="text-align: center;">Agree</th> <th style="text-align: center;">Neutral</th> <th style="text-align: center;">Disagree</th> <th style="text-align: center;">Strongly Disagree</th> <th style="text-align: center;">Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Response:</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Respondents:</td> <td style="text-align: center;">44</td> <td style="text-align: center;">95</td> <td style="text-align: center;">23</td> <td style="text-align: center;">12</td> <td style="text-align: center;">1</td> <td style="text-align: center;">3</td> </tr> <tr> <td>Percentage:</td> <td style="text-align: center;">24.72%</td> <td style="text-align: center;">53.37%</td> <td style="text-align: center;">12.92%</td> <td style="text-align: center;">6.74%</td> <td style="text-align: center;">0.56%</td> <td style="text-align: center;">1.69%</td> </tr> </tbody> </table>			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Response:							Respondents:	44	95	23	12	1	3	Percentage:	24.72%	53.37%	12.92%	6.74%	0.56%	1.69%	
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																								
Response:																														
Respondents:	44	95	23	12	1	3																								
Percentage:	24.72%	53.37%	12.92%	6.74%	0.56%	1.69%																								

## Primary Items

 <p><b>21. The people I work with care about my personal well-being.</b></p> <div style="text-align: center;">  <p><b>81% Agreement</b></p> </div> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th></th> <th style="color: teal;">Strongly Agree</th> <th style="color: teal;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th style="color: teal;">Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Response:</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Respondents:</td> <td>48</td> <td>97</td> <td>26</td> <td>9</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>26.67%</td> <td>53.89%</td> <td>14.44%</td> <td>5.00%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Response:							Respondents:	48	97	26	9	0	0	Percentage:	26.67%	53.89%	14.44%	5.00%	0.00%	0.00%	<p style="text-align: center; color: teal;"><b>81% Agreement</b></p> <p><b>SCORE:</b> <b>4.02</b></p> <p>Std. Dev.: 0.78</p> <p>Total Respondents: 180</p> <p><b>BENCHMARKS</b></p> <p>Past Score: None</p> <p>Similar Mission: None</p> <p>Similar Size: None</p> <p>All Orgs: None</p>
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																							
Response:																													
Respondents:	48	97	26	9	0	0																							
Percentage:	26.67%	53.89%	14.44%	5.00%	0.00%	0.00%																							
 <p><b>22. I trust the people in my workplace.</b></p> <div style="text-align: center;">  <p><b>74% Agreement</b></p> </div> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th></th> <th style="color: teal;">Strongly Agree</th> <th style="color: teal;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th style="color: teal;">Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Response:</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Respondents:</td> <td>47</td> <td>86</td> <td>36</td> <td>8</td> <td>3</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>26.11%</td> <td>47.78%</td> <td>20.00%</td> <td>4.44%</td> <td>1.67%</td> <td>0.00%</td> </tr> </tbody> </table>		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Response:							Respondents:	47	86	36	8	3	0	Percentage:	26.11%	47.78%	20.00%	4.44%	1.67%	0.00%	<p style="text-align: center; color: teal;"><b>74% Agreement</b></p> <p><b>SCORE:</b> <b>3.92</b></p> <p>Std. Dev.: 0.89</p> <p>Total Respondents: 180</p> <p><b>BENCHMARKS</b></p> <p>Past Score: None</p> <p>Similar Mission: None</p> <p>Similar Size: None</p> <p>All Orgs: None</p>
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																							
Response:																													
Respondents:	47	86	36	8	3	0																							
Percentage:	26.11%	47.78%	20.00%	4.44%	1.67%	0.00%																							
 <p><b>23. My work group uses the latest technologies to communicate and interact.</b></p> <div style="text-align: center;">  <p><b>74% Agreement</b></p> </div> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th></th> <th style="color: teal;">Strongly Agree</th> <th style="color: teal;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th style="color: teal;">Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Response:</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Respondents:</td> <td>40</td> <td>94</td> <td>32</td> <td>14</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>22.22%</td> <td>52.22%</td> <td>17.78%</td> <td>7.78%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Response:							Respondents:	40	94	32	14	0	0	Percentage:	22.22%	52.22%	17.78%	7.78%	0.00%	0.00%	<p style="text-align: center; color: teal;"><b>74% Agreement</b></p> <p><b>SCORE:</b> <b>3.89</b></p> <p>Std. Dev.: 0.84</p> <p>Total Respondents: 180</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 3.90</p> <p>Similar Mission: 3.70</p> <p>Similar Size: 3.56</p> <p>All Orgs: 3.58</p>
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																							
Response:																													
Respondents:	40	94	32	14	0	0																							
Percentage:	22.22%	52.22%	17.78%	7.78%	0.00%	0.00%																							
 <p><b>24. Our computer systems provide reliable information.</b></p> <div style="text-align: center;">  <p><b>87% Agreement</b></p> </div> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th></th> <th style="color: teal;">Strongly Agree</th> <th style="color: teal;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th style="color: teal;">Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Response:</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Respondents:</td> <td>43</td> <td>114</td> <td>19</td> <td>3</td> <td>1</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>23.89%</td> <td>63.33%</td> <td>10.56%</td> <td>1.67%</td> <td>0.56%</td> <td>0.00%</td> </tr> </tbody> </table>		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Response:							Respondents:	43	114	19	3	1	0	Percentage:	23.89%	63.33%	10.56%	1.67%	0.56%	0.00%	<p style="text-align: center; color: teal;"><b>87% Agreement</b></p> <p><b>SCORE:</b> <b>4.08</b></p> <p>Std. Dev.: 0.68</p> <p>Total Respondents: 180</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.12</p> <p>Similar Mission: 3.90</p> <p>Similar Size: 3.81</p> <p>All Orgs: 3.80</p>
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																							
Response:																													
Respondents:	43	114	19	3	1	0																							
Percentage:	23.89%	63.33%	10.56%	1.67%	0.56%	0.00%																							

## Primary Items

<p> <b>25. Support is available for the technologies we use.</b></p> <p style="text-align: center;"><b>94% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>70</td> <td>100</td> <td>6</td> <td>4</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>38.89%</td> <td>55.56%</td> <td>3.33%</td> <td>2.22%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	70	100	6	4	0	0	Percentage:	38.89%	55.56%	3.33%	2.22%	0.00%	0.00%	<p style="text-align: center;"><b>94% Agreement</b></p> <p><b>SCORE:</b> 4.31</p> <p>Std. Dev.: 0.65</p> <p>Total Respondents: 180</p> <p><b>BENCHMARKS</b></p> <p>Past Score: None</p> <p>Similar Mission: None</p> <p>Similar Size: None</p> <p>All Orgs: None</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	70	100	6	4	0	0																
Percentage:	38.89%	55.56%	3.33%	2.22%	0.00%	0.00%																
<p> <b>26. Our computer systems enable me to quickly find the information I need.</b></p> <p style="text-align: center;"><b>82% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>39</td> <td>108</td> <td>22</td> <td>7</td> <td>3</td> <td>1</td> </tr> <tr> <td>Percentage:</td> <td>21.67%</td> <td>60.00%</td> <td>12.22%</td> <td>3.89%</td> <td>1.67%</td> <td>0.56%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	39	108	22	7	3	1	Percentage:	21.67%	60.00%	12.22%	3.89%	1.67%	0.56%	<p style="text-align: center;"><b>82% Agreement</b></p> <p><b>SCORE:</b> 3.97</p> <p>Std. Dev.: 0.81</p> <p>Total Respondents: 180</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 3.94</p> <p>Similar Mission: 3.73</p> <p>Similar Size: 3.60</p> <p>All Orgs: 3.61</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	39	108	22	7	3	1																
Percentage:	21.67%	60.00%	12.22%	3.89%	1.67%	0.56%																
<p> <b>27. The communication channels I must go through at work are reasonable.</b></p> <p style="text-align: center;"><b>87% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>39</td> <td>118</td> <td>20</td> <td>3</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>21.67%</td> <td>65.56%</td> <td>11.11%</td> <td>1.67%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	39	118	20	3	0	0	Percentage:	21.67%	65.56%	11.11%	1.67%	0.00%	0.00%	<p style="text-align: center;"><b>87% Agreement</b></p> <p><b>SCORE:</b> 4.07</p> <p>Std. Dev.: 0.63</p> <p>Total Respondents: 180</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.12</p> <p>Similar Mission: 3.86</p> <p>Similar Size: 3.68</p> <p>All Orgs: 3.70</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	39	118	20	3	0	0																
Percentage:	21.67%	65.56%	11.11%	1.67%	0.00%	0.00%																
<p> <b>28. My work atmosphere encourages open and honest communication.</b></p> <p style="text-align: center;"><b>74% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>43</td> <td>90</td> <td>34</td> <td>10</td> <td>3</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>23.89%</td> <td>50.00%</td> <td>18.89%</td> <td>5.56%</td> <td>1.67%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	43	90	34	10	3	0	Percentage:	23.89%	50.00%	18.89%	5.56%	1.67%	0.00%	<p style="text-align: center;"><b>74% Agreement</b></p> <p><b>SCORE:</b> 3.89</p> <p>Std. Dev.: 0.89</p> <p>Total Respondents: 180</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 3.84</p> <p>Similar Mission: 3.68</p> <p>Similar Size: 3.55</p> <p>All Orgs: 3.57</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	43	90	34	10	3	0																
Percentage:	23.89%	50.00%	18.89%	5.56%	1.67%	0.00%																

## Primary Items

<p> <b>29. The communications I receive at work are timely and informative.</b></p> <p><b>83% Agreement</b></p> <table border="1"> <thead> <tr> <th></th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Response:</td> <td>Agree</td> <td>Agree</td> <td>Neutral</td> <td>Disagree</td> <td>Strongly Disagree</td> <td>Don't Know/NA</td> </tr> <tr> <td>Respondents:</td> <td>37</td> <td>113</td> <td>23</td> <td>6</td> <td>1</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>20.56%</td> <td>62.78%</td> <td>12.78%</td> <td>3.33%</td> <td>0.56%</td> <td>0.00%</td> </tr> </tbody> </table>		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Response:	Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	37	113	23	6	1	0	Percentage:	20.56%	62.78%	12.78%	3.33%	0.56%	0.00%	<p><b>83% Agreement</b></p> <p><b>SCORE: 3.99</b> Std. Dev.: 0.72 Total Respondents: 180</p> <p><b>BENCHMARKS</b> Past Score: None Similar Mission: None Similar Size: None All Orgs: None</p>
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																							
Response:	Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																							
Respondents:	37	113	23	6	1	0																							
Percentage:	20.56%	62.78%	12.78%	3.33%	0.56%	0.00%																							
<p> <b>30. My pay keeps pace with the cost of living.</b></p> <p><b>62% Agreement</b></p> <table border="1"> <thead> <tr> <th></th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Response:</td> <td>Agree</td> <td>Agree</td> <td>Neutral</td> <td>Disagree</td> <td>Strongly Disagree</td> <td>Don't Know/NA</td> </tr> <tr> <td>Respondents:</td> <td>24</td> <td>87</td> <td>33</td> <td>24</td> <td>11</td> <td>1</td> </tr> <tr> <td>Percentage:</td> <td>13.33%</td> <td>48.33%</td> <td>18.33%</td> <td>13.33%</td> <td>6.11%</td> <td>0.56%</td> </tr> </tbody> </table>		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Response:	Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	24	87	33	24	11	1	Percentage:	13.33%	48.33%	18.33%	13.33%	6.11%	0.56%	<p><b>62% Agreement</b></p> <p><b>SCORE: 3.50</b> Std. Dev.: 1.08 Total Respondents: 180</p> <p><b>BENCHMARKS</b> Past Score: 3.77 Similar Mission: 2.78 Similar Size: 2.47 All Orgs: 2.50</p>
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																							
Response:	Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																							
Respondents:	24	87	33	24	11	1																							
Percentage:	13.33%	48.33%	18.33%	13.33%	6.11%	0.56%																							
<p> <b>31. Salaries are competitive with similar jobs in the community.</b></p> <p><b>65% Agreement</b></p> <table border="1"> <thead> <tr> <th></th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Response:</td> <td>Agree</td> <td>Agree</td> <td>Neutral</td> <td>Disagree</td> <td>Strongly Disagree</td> <td>Don't Know/NA</td> </tr> <tr> <td>Respondents:</td> <td>31</td> <td>86</td> <td>33</td> <td>19</td> <td>10</td> <td>1</td> </tr> <tr> <td>Percentage:</td> <td>17.22%</td> <td>47.78%</td> <td>18.33%</td> <td>10.56%</td> <td>5.56%</td> <td>0.56%</td> </tr> </tbody> </table>		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Response:	Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	31	86	33	19	10	1	Percentage:	17.22%	47.78%	18.33%	10.56%	5.56%	0.56%	<p><b>65% Agreement</b></p> <p><b>SCORE: 3.61</b> Std. Dev.: 1.07 Total Respondents: 180</p> <p><b>BENCHMARKS</b> Past Score: 3.80 Similar Mission: 2.74 Similar Size: 2.51 All Orgs: 2.56</p>
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																							
Response:	Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																							
Respondents:	31	86	33	19	10	1																							
Percentage:	17.22%	47.78%	18.33%	10.56%	5.56%	0.56%																							
<p> <b>32. I feel I am paid fairly for the work I do.</b></p> <p><b>71% Agreement</b></p> <table border="1"> <thead> <tr> <th></th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Response:</td> <td>Agree</td> <td>Agree</td> <td>Neutral</td> <td>Disagree</td> <td>Strongly Disagree</td> <td>Don't Know/NA</td> </tr> <tr> <td>Respondents:</td> <td>36</td> <td>91</td> <td>30</td> <td>19</td> <td>3</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>20.11%</td> <td>50.84%</td> <td>16.76%</td> <td>10.61%</td> <td>1.68%</td> <td>0.00%</td> </tr> </tbody> </table>		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Response:	Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	36	91	30	19	3	0	Percentage:	20.11%	50.84%	16.76%	10.61%	1.68%	0.00%	<p><b>71% Agreement</b></p> <p><b>SCORE: 3.77</b> Std. Dev.: 0.95 Total Respondents: 179</p> <p><b>BENCHMARKS</b> Past Score: 3.93 Similar Mission: 3.03 Similar Size: 2.80 All Orgs: 2.81</p>
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																							
Response:	Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																							
Respondents:	36	91	30	19	3	0																							
Percentage:	20.11%	50.84%	16.76%	10.61%	1.68%	0.00%																							

## Primary Items

 <p><b>33. Retirement benefits are competitive with similar jobs in the community.</b></p> <div style="background-color: #008080; color: white; padding: 5px; text-align: center; margin-bottom: 10px;">87% Agreement</div> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;">Strongly Agree</th> <th style="text-align: center;">Agree</th> <th style="text-align: center;">Neutral</th> <th style="text-align: center;">Disagree</th> <th style="text-align: center;">Strongly Disagree</th> <th style="text-align: center;">Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Response:</td> <td style="text-align: center;">Agree</td> <td style="text-align: center;">Agree</td> <td style="text-align: center;">Neutral</td> <td style="text-align: center;">Disagree</td> <td style="text-align: center;">Strongly Disagree</td> <td style="text-align: center;">Don't Know/NA</td> </tr> <tr> <td>Respondents:</td> <td style="text-align: center;">61</td> <td style="text-align: center;">94</td> <td style="text-align: center;">17</td> <td style="text-align: center;">3</td> <td style="text-align: center;">2</td> <td style="text-align: center;">1</td> </tr> <tr> <td>Percentage:</td> <td style="text-align: center;">34.27%</td> <td style="text-align: center;">52.81%</td> <td style="text-align: center;">9.55%</td> <td style="text-align: center;">1.69%</td> <td style="text-align: center;">1.12%</td> <td style="text-align: center;">0.56%</td> </tr> </tbody> </table>		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Response:	Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	61	94	17	3	2	1	Percentage:	34.27%	52.81%	9.55%	1.69%	1.12%	0.56%	<p style="text-align: center; color: #008080; font-weight: bold;">87% Agreement</p> <p><b>SCORE:</b> 4.18</p> <p>Std. Dev.: 0.76</p> <p>Total Respondents: 178</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.18</p> <p>Similar Mission: 3.85</p> <p>Similar Size: 3.78</p> <p>All Orgs: 3.78</p>
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																							
Response:	Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																							
Respondents:	61	94	17	3	2	1																							
Percentage:	34.27%	52.81%	9.55%	1.69%	1.12%	0.56%																							
 <p><b>34. Health insurance benefits are competitive with similar jobs in the community.</b></p> <div style="background-color: #008080; color: white; padding: 5px; text-align: center; margin-bottom: 10px;">81% Agreement</div> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;">Strongly Agree</th> <th style="text-align: center;">Agree</th> <th style="text-align: center;">Neutral</th> <th style="text-align: center;">Disagree</th> <th style="text-align: center;">Strongly Disagree</th> <th style="text-align: center;">Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Response:</td> <td style="text-align: center;">Agree</td> <td style="text-align: center;">Agree</td> <td style="text-align: center;">Neutral</td> <td style="text-align: center;">Disagree</td> <td style="text-align: center;">Strongly Disagree</td> <td style="text-align: center;">Don't Know/NA</td> </tr> <tr> <td>Respondents:</td> <td style="text-align: center;">47</td> <td style="text-align: center;">98</td> <td style="text-align: center;">23</td> <td style="text-align: center;">8</td> <td style="text-align: center;">2</td> <td style="text-align: center;">1</td> </tr> <tr> <td>Percentage:</td> <td style="text-align: center;">26.26%</td> <td style="text-align: center;">54.75%</td> <td style="text-align: center;">12.85%</td> <td style="text-align: center;">4.47%</td> <td style="text-align: center;">1.12%</td> <td style="text-align: center;">0.56%</td> </tr> </tbody> </table>		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Response:	Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	47	98	23	8	2	1	Percentage:	26.26%	54.75%	12.85%	4.47%	1.12%	0.56%	<p style="text-align: center; color: #008080; font-weight: bold;">81% Agreement</p> <p><b>SCORE:</b> 4.01</p> <p>Std. Dev.: 0.82</p> <p>Total Respondents: 179</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.15</p> <p>Similar Mission: 4.06</p> <p>Similar Size: 4.01</p> <p>All Orgs: 4.03</p>
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																							
Response:	Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																							
Respondents:	47	98	23	8	2	1																							
Percentage:	26.26%	54.75%	12.85%	4.47%	1.12%	0.56%																							
 <p><b>35. Benefits can be selected to meet individual needs.</b></p> <div style="background-color: #008080; color: white; padding: 5px; text-align: center; margin-bottom: 10px;">82% Agreement</div> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;">Strongly Agree</th> <th style="text-align: center;">Agree</th> <th style="text-align: center;">Neutral</th> <th style="text-align: center;">Disagree</th> <th style="text-align: center;">Strongly Disagree</th> <th style="text-align: center;">Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Response:</td> <td style="text-align: center;">Agree</td> <td style="text-align: center;">Agree</td> <td style="text-align: center;">Neutral</td> <td style="text-align: center;">Disagree</td> <td style="text-align: center;">Strongly Disagree</td> <td style="text-align: center;">Don't Know/NA</td> </tr> <tr> <td>Respondents:</td> <td style="text-align: center;">37</td> <td style="text-align: center;">110</td> <td style="text-align: center;">25</td> <td style="text-align: center;">4</td> <td style="text-align: center;">3</td> <td style="text-align: center;">0</td> </tr> <tr> <td>Percentage:</td> <td style="text-align: center;">20.67%</td> <td style="text-align: center;">61.45%</td> <td style="text-align: center;">13.97%</td> <td style="text-align: center;">2.23%</td> <td style="text-align: center;">1.68%</td> <td style="text-align: center;">0.00%</td> </tr> </tbody> </table>		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Response:	Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	37	110	25	4	3	0	Percentage:	20.67%	61.45%	13.97%	2.23%	1.68%	0.00%	<p style="text-align: center; color: #008080; font-weight: bold;">82% Agreement</p> <p><b>SCORE:</b> 3.97</p> <p>Std. Dev.: 0.77</p> <p>Total Respondents: 179</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.15</p> <p>Similar Mission: 4.01</p> <p>Similar Size: 3.89</p> <p>All Orgs: 3.92</p>
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																							
Response:	Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																							
Respondents:	37	110	25	4	3	0																							
Percentage:	20.67%	61.45%	13.97%	2.23%	1.68%	0.00%																							
 <p><b>36. I believe I have a career with this organization.</b></p> <div style="background-color: #008080; color: white; padding: 5px; text-align: center; margin-bottom: 10px;">83% Agreement</div> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;">Strongly Agree</th> <th style="text-align: center;">Agree</th> <th style="text-align: center;">Neutral</th> <th style="text-align: center;">Disagree</th> <th style="text-align: center;">Strongly Disagree</th> <th style="text-align: center;">Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Response:</td> <td style="text-align: center;">Agree</td> <td style="text-align: center;">Agree</td> <td style="text-align: center;">Neutral</td> <td style="text-align: center;">Disagree</td> <td style="text-align: center;">Strongly Disagree</td> <td style="text-align: center;">Don't Know/NA</td> </tr> <tr> <td>Respondents:</td> <td style="text-align: center;">69</td> <td style="text-align: center;">79</td> <td style="text-align: center;">24</td> <td style="text-align: center;">5</td> <td style="text-align: center;">2</td> <td style="text-align: center;">0</td> </tr> <tr> <td>Percentage:</td> <td style="text-align: center;">38.55%</td> <td style="text-align: center;">44.13%</td> <td style="text-align: center;">13.41%</td> <td style="text-align: center;">2.79%</td> <td style="text-align: center;">1.12%</td> <td style="text-align: center;">0.00%</td> </tr> </tbody> </table>		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Response:	Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	69	79	24	5	2	0	Percentage:	38.55%	44.13%	13.41%	2.79%	1.12%	0.00%	<p style="text-align: center; color: #008080; font-weight: bold;">83% Agreement</p> <p><b>SCORE:</b> 4.16</p> <p>Std. Dev.: 0.84</p> <p>Total Respondents: 179</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.33</p> <p>Similar Mission: 3.97</p> <p>Similar Size: 3.85</p> <p>All Orgs: 3.89</p>
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																							
Response:	Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																							
Respondents:	69	79	24	5	2	0																							
Percentage:	38.55%	44.13%	13.41%	2.79%	1.12%	0.00%																							

## Primary Items

<div data-bbox="198 199 267 277"></div> <p><b>37. Training is made available to me so that I can do my job better.</b></p> <div data-bbox="198 296 1094 346"> <p style="text-align: center;"><b>89% Agreement</b></p> </div> <table border="1" data-bbox="267 394 1026 541"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>55</td> <td>106</td> <td>13</td> <td>5</td> <td>1</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>30.56%</td> <td>58.89%</td> <td>7.22%</td> <td>2.78%</td> <td>0.56%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	55	106	13	5	1	0	Percentage:	30.56%	58.89%	7.22%	2.78%	0.56%	0.00%	<p style="text-align: center;"><b>89% Agreement</b></p> <p><b>SCORE:</b> <b>4.16</b></p> <p>Std. Dev.: 0.72</p> <p>Total Respondents: 180</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.15</p> <p>Similar Mission: 3.86</p> <p>Similar Size: 3.79</p> <p>All Orgs: 3.83</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	55	106	13	5	1	0																
Percentage:	30.56%	58.89%	7.22%	2.78%	0.56%	0.00%																
<div data-bbox="198 604 267 682"></div> <p><b>38. Training is made available to me for personal growth and development.</b></p> <div data-bbox="198 699 1094 749"> <p style="text-align: center;"><b>74% Agreement</b></p> </div> <table border="1" data-bbox="267 798 1026 945"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>41</td> <td>93</td> <td>35</td> <td>8</td> <td>3</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>22.78%</td> <td>51.67%</td> <td>19.44%</td> <td>4.44%</td> <td>1.67%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	41	93	35	8	3	0	Percentage:	22.78%	51.67%	19.44%	4.44%	1.67%	0.00%	<p style="text-align: center;"><b>74% Agreement</b></p> <p><b>SCORE:</b> <b>3.89</b></p> <p>Std. Dev.: 0.86</p> <p>Total Respondents: 180</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 3.97</p> <p>Similar Mission: 3.72</p> <p>Similar Size: 3.59</p> <p>All Orgs: 3.66</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	41	93	35	8	3	0																
Percentage:	22.78%	51.67%	19.44%	4.44%	1.67%	0.00%																
<div data-bbox="198 1010 267 1087"></div> <p><b>39. My work environment supports a balance between work and personal life.</b></p> <div data-bbox="198 1104 1094 1155"> <p style="text-align: center;"><b>81% Agreement</b></p> </div> <table border="1" data-bbox="267 1203 1026 1350"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>52</td> <td>93</td> <td>23</td> <td>12</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>28.89%</td> <td>51.67%</td> <td>12.78%</td> <td>6.67%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	52	93	23	12	0	0	Percentage:	28.89%	51.67%	12.78%	6.67%	0.00%	0.00%	<p style="text-align: center;"><b>81% Agreement</b></p> <p><b>SCORE:</b> <b>4.03</b></p> <p>Std. Dev.: 0.83</p> <p>Total Respondents: 180</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.07</p> <p>Similar Mission: 4.00</p> <p>Similar Size: 3.91</p> <p>All Orgs: 3.88</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	52	93	23	12	0	0																
Percentage:	28.89%	51.67%	12.78%	6.67%	0.00%	0.00%																
<div data-bbox="198 1415 267 1493"></div> <p><b>40. I feel free to be myself at work.</b></p> <div data-bbox="198 1509 1094 1560"> <p style="text-align: center;"><b>75% Agreement</b></p> </div> <table border="1" data-bbox="267 1608 1026 1755"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>43</td> <td>92</td> <td>32</td> <td>7</td> <td>6</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>23.89%</td> <td>51.11%</td> <td>17.78%</td> <td>3.89%</td> <td>3.33%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	43	92	32	7	6	0	Percentage:	23.89%	51.11%	17.78%	3.89%	3.33%	0.00%	<p style="text-align: center;"><b>75% Agreement</b></p> <p><b>SCORE:</b> <b>3.88</b></p> <p>Std. Dev.: 0.93</p> <p>Total Respondents: 180</p> <p><b>BENCHMARKS</b></p> <p>Past Score: None</p> <p>Similar Mission: None</p> <p>Similar Size: None</p> <p>All Orgs: None</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	43	92	32	7	6	0																
Percentage:	23.89%	51.11%	17.78%	3.89%	3.33%	0.00%																

## Primary Items

 <p><b>41. The amount of work I am asked to do is reasonable.</b></p> <p style="text-align: center;"><b>85% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>45</td> <td>108</td> <td>17</td> <td>8</td> <td>2</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>25.00%</td> <td>60.00%</td> <td>9.44%</td> <td>4.44%</td> <td>1.11%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	45	108	17	8	2	0	Percentage:	25.00%	60.00%	9.44%	4.44%	1.11%	0.00%	<p style="text-align: center;"><b>85% Agreement</b></p> <p><b>SCORE:</b> <b>4.03</b></p> <p>Std. Dev.: 0.79</p> <p>Total Respondents: 180</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.05</p> <p>Similar Mission: 3.81</p> <p>Similar Size: 3.70</p> <p>All Orgs: 3.71</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	45	108	17	8	2	0																
Percentage:	25.00%	60.00%	9.44%	4.44%	1.11%	0.00%																
 <p><b>42. I am proud to tell people that I work for this organization.</b></p> <p style="text-align: center;"><b>94% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>76</td> <td>94</td> <td>10</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>42.22%</td> <td>52.22%</td> <td>5.56%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	76	94	10	0	0	0	Percentage:	42.22%	52.22%	5.56%	0.00%	0.00%	0.00%	<p style="text-align: center;"><b>94% Agreement</b></p> <p><b>SCORE:</b> <b>4.37</b></p> <p>Std. Dev.: 0.59</p> <p>Total Respondents: 180</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.40</p> <p>Similar Mission: 4.07</p> <p>Similar Size: 3.96</p> <p>All Orgs: 3.97</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	76	94	10	0	0	0																
Percentage:	42.22%	52.22%	5.56%	0.00%	0.00%	0.00%																
 <p><b>43. Harassment is not tolerated at my workplace.</b></p> <p style="text-align: center;"><b>89% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>63</td> <td>98</td> <td>7</td> <td>7</td> <td>4</td> <td>1</td> </tr> <tr> <td>Percentage:</td> <td>35.00%</td> <td>54.44%</td> <td>3.89%</td> <td>3.89%</td> <td>2.22%</td> <td>0.56%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	63	98	7	7	4	1	Percentage:	35.00%	54.44%	3.89%	3.89%	2.22%	0.56%	<p style="text-align: center;"><b>89% Agreement</b></p> <p><b>SCORE:</b> <b>4.17</b></p> <p>Std. Dev.: 0.85</p> <p>Total Respondents: 180</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.31</p> <p>Similar Mission: 4.21</p> <p>Similar Size: 4.16</p> <p>All Orgs: 4.15</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	63	98	7	7	4	1																
Percentage:	35.00%	54.44%	3.89%	3.89%	2.22%	0.56%																
 <p><b>44. Employees are generally ethical in my workplace.</b></p> <p style="text-align: center;"><b>92% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>59</td> <td>106</td> <td>13</td> <td>1</td> <td>1</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>32.78%</td> <td>58.89%</td> <td>7.22%</td> <td>0.56%</td> <td>0.56%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	59	106	13	1	1	0	Percentage:	32.78%	58.89%	7.22%	0.56%	0.56%	0.00%	<p style="text-align: center;"><b>92% Agreement</b></p> <p><b>SCORE:</b> <b>4.23</b></p> <p>Std. Dev.: 0.65</p> <p>Total Respondents: 180</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.26</p> <p>Similar Mission: 4.10</p> <p>Similar Size: 4.09</p> <p>All Orgs: 4.06</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	59	106	13	1	1	0																
Percentage:	32.78%	58.89%	7.22%	0.56%	0.56%	0.00%																

## Primary Items

<p> <b>45. I believe we will use the information from this survey to improve our workplace.</b></p> <p style="text-align: center;"><b>73% Agreement</b></p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th></th> <th style="color: teal;">Strongly Agree</th> <th style="color: teal;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th style="color: teal;">Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Response:</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Respondents:</td> <td>40</td> <td>91</td> <td>37</td> <td>5</td> <td>5</td> <td>1</td> </tr> <tr> <td>Percentage:</td> <td>22.35%</td> <td>50.84%</td> <td>20.67%</td> <td>2.79%</td> <td>2.79%</td> <td>0.56%</td> </tr> </tbody> </table>		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Response:							Respondents:	40	91	37	5	5	1	Percentage:	22.35%	50.84%	20.67%	2.79%	2.79%	0.56%	<p style="text-align: center; color: teal;"><b>73% Agreement</b></p> <p><b>SCORE:</b> <b>3.88</b></p> <p>Std. Dev.: 0.89</p> <p>Total Respondents: 179</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 3.98</p> <p>Similar Mission: 3.75</p> <p>Similar Size: 3.54</p> <p>All Orgs: 3.57</p>
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																							
Response:																													
Respondents:	40	91	37	5	5	1																							
Percentage:	22.35%	50.84%	20.67%	2.79%	2.79%	0.56%																							
<p> <b>46. I am satisfied with the opportunities I have to give feedback on my supervisor's performance.</b></p> <p style="text-align: center;"><b>73% Agreement</b></p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th></th> <th style="color: teal;">Strongly Agree</th> <th style="color: teal;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th style="color: teal;">Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Response:</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Respondents:</td> <td>33</td> <td>97</td> <td>27</td> <td>8</td> <td>7</td> <td>6</td> </tr> <tr> <td>Percentage:</td> <td>18.54%</td> <td>54.49%</td> <td>15.17%</td> <td>4.49%</td> <td>3.93%</td> <td>3.37%</td> </tr> </tbody> </table>		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Response:							Respondents:	33	97	27	8	7	6	Percentage:	18.54%	54.49%	15.17%	4.49%	3.93%	3.37%	<p style="text-align: center; color: teal;"><b>73% Agreement</b></p> <p><b>SCORE:</b> <b>3.82</b></p> <p>Std. Dev.: 0.94</p> <p>Total Respondents: 178</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 3.82</p> <p>Similar Mission: 3.58</p> <p>Similar Size: 3.39</p> <p>All Orgs: 3.47</p>
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																							
Response:																													
Respondents:	33	97	27	8	7	6																							
Percentage:	18.54%	54.49%	15.17%	4.49%	3.93%	3.37%																							
<p> <b>47. Upper management (i.e. Executive and/or Senior Leadership) effectively communicates important information.</b></p> <p style="text-align: center;"><b>75% Agreement</b></p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th></th> <th style="color: teal;">Strongly Agree</th> <th style="color: teal;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th style="color: teal;">Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Response:</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Respondents:</td> <td>36</td> <td>98</td> <td>31</td> <td>7</td> <td>3</td> <td>4</td> </tr> <tr> <td>Percentage:</td> <td>20.11%</td> <td>54.75%</td> <td>17.32%</td> <td>3.91%</td> <td>1.68%</td> <td>2.23%</td> </tr> </tbody> </table>		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Response:							Respondents:	36	98	31	7	3	4	Percentage:	20.11%	54.75%	17.32%	3.91%	1.68%	2.23%	<p style="text-align: center; color: teal;"><b>75% Agreement</b></p> <p><b>SCORE:</b> <b>3.90</b></p> <p>Std. Dev.: 0.83</p> <p>Total Respondents: 179</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 3.94</p> <p>Similar Mission: 3.86</p> <p>Similar Size: 3.66</p> <p>All Orgs: 3.68</p>
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																							
Response:																													
Respondents:	36	98	31	7	3	4																							
Percentage:	20.11%	54.75%	17.32%	3.91%	1.68%	2.23%																							
<p> <b>48. I am treated fairly in my workplace.</b></p> <p style="text-align: center;"><b>84% Agreement</b></p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th></th> <th style="color: teal;">Strongly Agree</th> <th style="color: teal;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th style="color: teal;">Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Response:</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Respondents:</td> <td>50</td> <td>101</td> <td>21</td> <td>2</td> <td>3</td> <td>2</td> </tr> <tr> <td>Percentage:</td> <td>27.93%</td> <td>56.42%</td> <td>11.73%</td> <td>1.12%</td> <td>1.68%</td> <td>1.12%</td> </tr> </tbody> </table>		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Response:							Respondents:	50	101	21	2	3	2	Percentage:	27.93%	56.42%	11.73%	1.12%	1.68%	1.12%	<p style="text-align: center; color: teal;"><b>84% Agreement</b></p> <p><b>SCORE:</b> <b>4.09</b></p> <p>Std. Dev.: 0.77</p> <p>Total Respondents: 179</p> <p><b>BENCHMARKS</b></p> <p>Past Score: None</p> <p>Similar Mission: None</p> <p>Similar Size: None</p> <p>All Orgs: None</p>
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																							
Response:																													
Respondents:	50	101	21	2	3	2																							
Percentage:	27.93%	56.42%	11.73%	1.12%	1.68%	1.12%																							

## Additional Items

---

Organizations participating in the Survey are invited to submit up to 20 additional items for inclusion in the Survey. These items are included at the end of the online survey or are printed on an insert and included in each employee's survey packet. Please refer to the survey customization sheet that has been included later in this report for more information on additional items submitted by this organization.

\*Additional Items are not included if none were submitted.

## Reported Data

Each additional item is returned with the item text and two types of reported numerical data, response data and benchmark data. The following definitions correspond to additional items:

## Response Data

- **Score** is calculated by averaging all item responses on a five point scale ranging from 5=Strongly Agree to 1=Strongly Disagree. If the participant selected Don't Know/Not Applicable, their response is considered a valid response, but it is not used in the calculation of the score.
- **Standard Deviation** calculates the level of agreement. Large deviations indicate greater levels of disagreement. For this report, you can expect standard deviations to be between .7 and 1.10.
- **Total Respondents** is the number of valid responses including Don't Know/Not Applicable. If everyone did not answer every item, the number of respondents for an item is less than the number of respondents reported in your response rate.
- **Respondents** is the number of participants who selected each item (strongly agree, agree, etc.).
- **Percentage** is the number of participants who selected each item (strongly agree, agree, etc.) divided by the total number of valid responses.
- **Percent Agreement** is the number of participants who agreed with the item (strongly agree or agree) divided by the total number of valid responses.

## Benchmark Data

Benchmark and over time data are not available for Additional Items.

## Interpreting Data

Any interpretation of data must be done in context of the organizational setting and environmental factors impacting the organization. Regardless of the averages, scores range from areas of strength to areas of concern. In general, most scores are between 3.25 and 3.75. Scores below a 3.25 are of concern because they indicate general dissatisfaction. Scores above 3.75 indicate positive perceptions. When available, over time data provides previous scores from and benchmark data comparative scores. In general (because various factors and statistical test would be needed to confirm), scores that have changed or differ by .2 may be significant.

## Additional Items

<p><b>1. I am afforded reasonable training opportunities.</b></p> <p style="text-align: center;"><b>85% Agreement</b></p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th></th> <th style="color: #008080;">Strongly Agree</th> <th style="color: #008080;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th style="color: #008080;">Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Response:</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Respondents:</td> <td>52</td> <td>101</td> <td>22</td> <td>4</td> <td>1</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>28.89%</td> <td>56.11%</td> <td>12.22%</td> <td>2.22%</td> <td>0.56%</td> <td>0.00%</td> </tr> </tbody> </table>		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Response:							Respondents:	52	101	22	4	1	0	Percentage:	28.89%	56.11%	12.22%	2.22%	0.56%	0.00%	<p><b>85% Agreement</b></p> <p><b>SCORE: 4.11</b> Std. Dev.: 0.74 Total Respondents: 180</p>
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																							
Response:																													
Respondents:	52	101	22	4	1	0																							
Percentage:	28.89%	56.11%	12.22%	2.22%	0.56%	0.00%																							
<p><b>2. Regarding my position, I am kept informed of important agency information pertaining to my responsibilities.</b></p> <p style="text-align: center;"><b>88% Agreement</b></p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th></th> <th style="color: #008080;">Strongly Agree</th> <th style="color: #008080;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th style="color: #008080;">Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Response:</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Respondents:</td> <td>42</td> <td>116</td> <td>18</td> <td>2</td> <td>1</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>23.46%</td> <td>64.80%</td> <td>10.06%</td> <td>1.12%</td> <td>0.56%</td> <td>0.00%</td> </tr> </tbody> </table>		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Response:							Respondents:	42	116	18	2	1	0	Percentage:	23.46%	64.80%	10.06%	1.12%	0.56%	0.00%	<p><b>88% Agreement</b></p> <p><b>SCORE: 4.09</b> Std. Dev.: 0.65 Total Respondents: 179</p>
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																							
Response:																													
Respondents:	42	116	18	2	1	0																							
Percentage:	23.46%	64.80%	10.06%	1.12%	0.56%	0.00%																							
<p><b>3. My immediate coworkers act professionally and treat me with respect.</b></p> <p style="text-align: center;"><b>90% Agreement</b></p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th></th> <th style="color: #008080;">Strongly Agree</th> <th style="color: #008080;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th style="color: #008080;">Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Response:</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Respondents:</td> <td>56</td> <td>106</td> <td>12</td> <td>4</td> <td>2</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>31.11%</td> <td>58.89%</td> <td>6.67%</td> <td>2.22%</td> <td>1.11%</td> <td>0.00%</td> </tr> </tbody> </table>		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Response:							Respondents:	56	106	12	4	2	0	Percentage:	31.11%	58.89%	6.67%	2.22%	1.11%	0.00%	<p><b>90% Agreement</b></p> <p><b>SCORE: 4.17</b> Std. Dev.: 0.74 Total Respondents: 180</p>
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																							
Response:																													
Respondents:	56	106	12	4	2	0																							
Percentage:	31.11%	58.89%	6.67%	2.22%	1.11%	0.00%																							
<p><b>4. Within the last year I have discussed with my division director or regional director important matters that will improve the agency and I feel like my suggestion was sincerely considered.</b></p> <p style="text-align: center;"><b>57% Agreement</b></p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th></th> <th style="color: #008080;">Strongly Agree</th> <th style="color: #008080;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th style="color: #008080;">Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Response:</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Respondents:</td> <td>22</td> <td>80</td> <td>40</td> <td>8</td> <td>3</td> <td>27</td> </tr> <tr> <td>Percentage:</td> <td>12.22%</td> <td>44.44%</td> <td>22.22%</td> <td>4.44%</td> <td>1.67%</td> <td>15.00%</td> </tr> </tbody> </table>		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Response:							Respondents:	22	80	40	8	3	27	Percentage:	12.22%	44.44%	22.22%	4.44%	1.67%	15.00%	<p><b>57% Agreement</b></p> <p><b>SCORE: 3.72</b> Std. Dev.: 0.85 Total Respondents: 180</p>
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																							
Response:																													
Respondents:	22	80	40	8	3	27																							
Percentage:	12.22%	44.44%	22.22%	4.44%	1.67%	15.00%																							

## Engagement Items

---

Twelve items spanning several constructs were selected to get a more focused look at Employee Engagement.

### Reported Data

Each engagement item is returned with the item text and two types of reported numerical data, response data and benchmark data. The following definitions correspond to survey items:

### Response Data

- **Score** is calculated by averaging all item responses on a five point scale ranging from 5=Strongly Agree to 1=Strongly Disagree. If the participant selected Don't Know/Not Applicable, their response is considered a valid response, but it is not used in the calculation of the score.
- **Standard Deviation** calculates the level of agreement. Large deviations indicate greater levels of disagreement. For this report, you can expect standard deviations to be between .7 and 1.10.
- **Total Respondents** is the number of valid responses including Don't Know/Not Applicable. If everyone did not answer every item, the number of respondents for an item is less than the number of respondents reported in your response rate.
- **Respondents** is the number of participants who selected each item (strongly agree, agree, etc.).
- **Percentage** is the number of participants who selected each item (strongly agree, agree, etc.) divided by the total number of valid responses.
- **Percent Agreement** is the number of participants who agreed with the item (strongly agree or agree) divided by the total number of valid responses.

### Benchmark Data

- **Past Score** is your organization's score reported from the previous iteration, if available.
- **Similar Mission** is the average score from organizations that share a similar mission to your organization.
- **Similar Size** is the average score from organizations that are a similar size to your organization.
- **All Organizations** is the average score from all organizations.

### Interpreting Data

Any interpretation of data must be done in context of the organizational setting and environmental factors impacting the organization. Regardless of the averages, scores range from areas of strength to areas of concern. In general, most scores are between 3.25 and 3.75. Scores below a 3.25 are of concern because they indicate general dissatisfaction. Scores above 3.75 indicate positive perceptions. When available, over time data provides previous scores from and benchmark data comparative scores. In general (because various factors and statistical test would be needed to confirm), scores that have changed or differ by .2 may be significant.

# Engagement Items

 2. In my work group, my opinions and ideas count.

**86% Agreement**

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	61	93	20	5	1	0
Percentage:	33.89%	51.67%	11.11%	2.78%	0.56%	0.00%

<b>SCORE:</b>	<b>4.16</b>
Std. Dev.:	0.77
Total Respondents:	180
<b>BENCHMARKS</b>	
Past Score:	3.95
Similar Mission:	3.81
Similar Size:	3.66
All Orgs:	3.70

 5. Our organization is known for the quality of work we provide.

**96% Agreement**

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	92	80	5	2	0	0
Percentage:	51.40%	44.69%	2.79%	1.12%	0.00%	0.00%

<b>SCORE:</b>	<b>4.46</b>
Std. Dev.:	0.61
Total Respondents:	179
<b>BENCHMARKS</b>	
Past Score:	4.45
Similar Mission:	3.97
Similar Size:	3.97
All Orgs:	3.93

 6. I know how my work impacts others in the organization.

**95% Agreement**

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	85	86	5	4	0	0
Percentage:	47.22%	47.78%	2.78%	2.22%	0.00%	0.00%

<b>SCORE:</b>	<b>4.40</b>
Std. Dev.:	0.66
Total Respondents:	180
<b>BENCHMARKS</b>	
Past Score:	4.28
Similar Mission:	4.21
Similar Size:	4.09
All Orgs:	4.12

 10. My supervisor provides me with a clear understanding of my work responsibilities.

**88% Agreement**

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	64	95	17	2	2	0
Percentage:	35.56%	52.78%	9.44%	1.11%	1.11%	0.00%

<b>SCORE:</b>	<b>4.21</b>
Std. Dev.:	0.75
Total Respondents:	180
<b>BENCHMARKS</b>	
Past Score:	4.25
Similar Mission:	4.18
Similar Size:	4.03
All Orgs:	4.10

# Engagement Items

 11. My supervisor recognizes outstanding work.

**76% Agreement**

**SCORE: 4.03**  
 Std. Dev.: 0.83  
 Total Respondents: 178

**BENCHMARKS**  
 Past Score: 4.02  
 Similar Mission: 4.01  
 Similar Size: 3.91  
 All Orgs: 3.95

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	54	81	34	6	1	2
Percentage:	30.34%	45.51%	19.10%	3.37%	0.56%	1.12%

 12. I am given the opportunity to do my best work.

**86% Agreement**

**SCORE: 4.16**  
 Std. Dev.: 0.75  
 Total Respondents: 180

**BENCHMARKS**  
 Past Score: 4.15  
 Similar Mission: 4.16  
 Similar Size: 4.04  
 All Orgs: 4.09

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	58	97	20	2	2	1
Percentage:	32.22%	53.89%	11.11%	1.11%	1.11%	0.56%

 14. My supervisor evaluates my performance fairly.

**84% Agreement**

**SCORE: 4.19**  
 Std. Dev.: 0.72  
 Total Respondents: 179

**BENCHMARKS**  
 Past Score: 4.08  
 Similar Mission: 3.95  
 Similar Size: 3.86  
 All Orgs: 3.86

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	63	88	23	3	0	2
Percentage:	35.20%	49.16%	12.85%	1.68%	0.00%	1.12%

 18. I have adequate resources and equipment to do my job.

**92% Agreement**

**SCORE: 4.22**  
 Std. Dev.: 0.67  
 Total Respondents: 178

**BENCHMARKS**  
 Past Score: 4.05  
 Similar Mission: 4.02  
 Similar Size: 3.91  
 All Orgs: 3.91

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	59	104	10	5	0	0
Percentage:	33.15%	58.43%	5.62%	2.81%	0.00%	0.00%

# Engagement Items

 21. The people I work with care about my personal well-being.

**81% Agreement**

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	48	97	26	9	0	0
Percentage:	26.67%	53.89%	14.44%	5.00%	0.00%	0.00%

**81% Agreement**

**SCORE: 4.02**  
 Std. Dev.: 0.78  
 Total Respondents: 180

**BENCHMARKS**  
 Past Score: None  
 Similar Mission: None  
 Similar Size: None  
 All Orgs: None

 22. I trust the people in my workplace.

**74% Agreement**

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	47	86	36	8	3	0
Percentage:	26.11%	47.78%	20.00%	4.44%	1.67%	0.00%

**74% Agreement**

**SCORE: 3.92**  
 Std. Dev.: 0.89  
 Total Respondents: 180

**BENCHMARKS**  
 Past Score: None  
 Similar Mission: None  
 Similar Size: None  
 All Orgs: None

 37. Training is made available to me so that I can do my job better.

**89% Agreement**

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	55	106	13	5	1	0
Percentage:	30.56%	58.89%	7.22%	2.78%	0.56%	0.00%

**89% Agreement**

**SCORE: 4.16**  
 Std. Dev.: 0.72  
 Total Respondents: 180

**BENCHMARKS**  
 Past Score: 4.15  
 Similar Mission: 3.86  
 Similar Size: 3.79  
 All Orgs: 3.83

 38. Training is made available to me for personal growth and development.

**74% Agreement**

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	41	93	35	8	3	0
Percentage:	22.78%	51.67%	19.44%	4.44%	1.67%	0.00%

**74% Agreement**

**SCORE: 3.89**  
 Std. Dev.: 0.86  
 Total Respondents: 180

**BENCHMARKS**  
 Past Score: 3.97  
 Similar Mission: 3.72  
 Similar Size: 3.59  
 All Orgs: 3.66