

Texas Board of Professional Geoscientists

Executive Summary

2015

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www.survey.utexas.edu orgexcel@utexas.edu Phone (512) 471-9831 Fax (512) 471-9600 **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.

Woeldandust

Noel Landuyt
Associate Director
Institute for Organizational Excellence

### Organization Profile



#### **Texas Board of Professional Geoscientists**

Organizational Leadership: Charles Horton, Executive Director

Benchmark Categories:

Size 1: Organizations with fewer than 26 employees Mission 8 : Regulatory

#### **Survey Administration**

Collection Period: 12/07/2015 through 12/25/2015

Survey Liaison: Leticia Kappel Chief Financial Officer PO BOX 13225 Austin, TX 78711

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### 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).

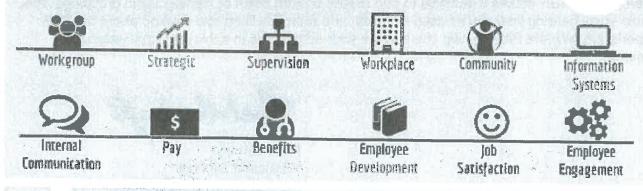
### **Demographic Items**

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

#### 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.

12 Constructs



#### **Overall Score**

Key Scores 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.

### Breakout Categories

Organizations can use breakout categories to get a cross-sectional look at specific functional or geographic areas. Your organization did not use breakout categories.

# Additional Items

Organizations can customize their survey with up to 20 additional items. These items can target issues specific to the organization. Your organization did not use additional items.

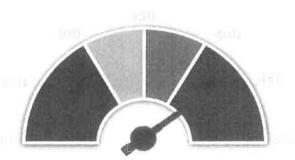
71.4%
Down 16.1%

#### Response Rate

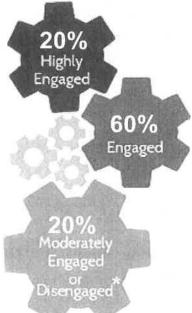
The response rate to the survey is your first indication of the level of employee engagement in your organization. Of the 7 employees invited to take the survey, 5 responded for a response rate of 71.4%. As a general rule, rates higher than 50% suggest soundness, while rates lower than 30% may indicate problems. At 71.4%, 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 427.



Overall Score: 431



Combined for groups with less than 20 respondents

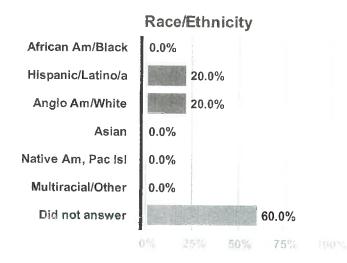
### Levels of Employee Engagement

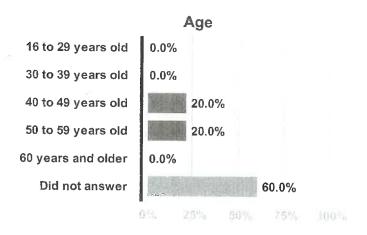
Twelve items crossing several survey constructs have been selected to assess the level of engagement among individual employees. For this organization, 20% of employees are Highly Engaged and 60% are Engaged. Moderately Engaged and Disengaged combine for 20%.

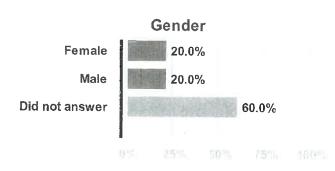
Highly Engaged employees are willing to go above and beyond in their employment. Engaged employees are more present in the workplace and show an effort to help out. Moderately Engaged employees are physically present, but put minimal effort towards accomplishing the job. Disengaged employees are disinterested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

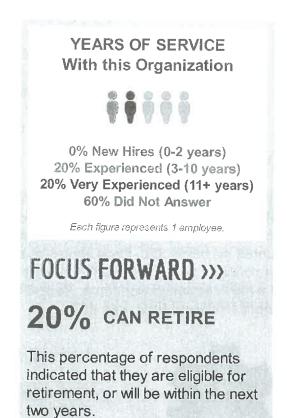
For comparison purposes, according to nationwide polling data, about 30% of employees are Highly Engaged or Engaged, 50% are Moderately Engaged, and 20% are Disengaged. While these numbers may seem intimidating, they offer a starting point for discussions on how to further engage employees. Focus on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

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.









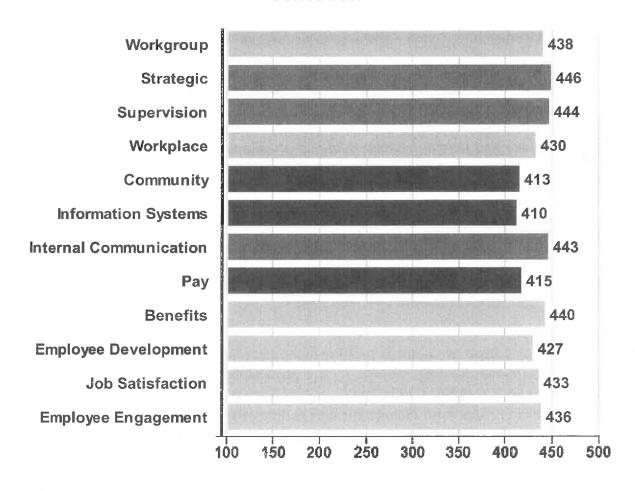
Similar items are grouped together and their scores are averaged and multiplied by 100 to produce 12 construct measures. These constructs capture the concepts most utilized by leadership and drive organizational performance and engagement.

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

Strategic

Score: 446

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.

Supervision

Score: 444

The supervision construct captures employees' perceptions of the nature of supervisory relationships within the organization. Higher scores suggest that employees view their supervisors as fair, helpful and critical to the flow of work.

Internal Communication

Score: 443

The internal communication construct captures employees' perceptions of whether communication in the organization is reasonable, candid and helpful. Higher scores suggest that employees view communication with peers, supervisors and other parts of the organization as functional and effective.

#### Areas of Concern

**Information Systems** 

Score: 410

The information systems construct captures employees' perceptions of whether computer and communication systems provide accessible, accurate, and clear information. The lower the score, the more likely employees are frustrated with their ability to secure needed information through current systems.

Community Score: 413

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.

Pay Score: 415

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.

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.

0.0%

feel they are **not treated fairly** in the workplace.

Favoritism can negatively affect morale and cause resentment among employees. When possible, ensure responsibilities and opportunities are being shared evenly and appropriately.

0.0%

feel there aren't enough opportunities to give **supervisor feedback**.

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.

0.0%

feel there are issues with ethics in the workplace.

An ethical climate is the 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.

0.0%

feel that **upper management** should communicate better.

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.

0.0%

believe the **information from this** survey will go unused.

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.

0.0%

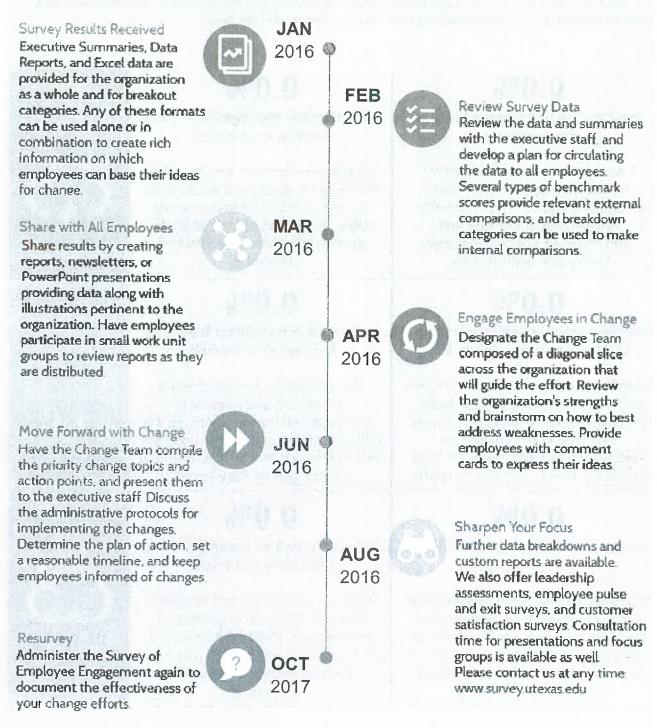
feel workplace harassment is not adequately addressed.

While no amount of harassment is desirable within an organization, percentages above 5% require a serious look at workplace culture and the policies for dealing with harassment.



## FOCUS FORWARD >>>

After the survey data has been complied, 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 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.

Total Respondents: 5 Surveys Distributed: 7 Response Rate: 71.43%	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:	Less than 5	Not Available
Associate's Degree:	Less than 5	Not Available
Bachelor's Degree:	Less than 5	Not Available
Master's Degree:	Less than 5	Not Available
Doctoral Degree:	Less than 5	Not Available
Prefer not to answer:	Less than 5	Not Available
i am		
Female:	Less than 5	Not Available
Male:	Less than 5	Not Available
Prefer not to answer:	Less than 5	Not Available
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:	Less than 5	Not Available
\$45,001-\$50,000:	Less than 5	Not Available
\$50,001-\$60,000:	Less than 5	Not Available
\$60,001-\$75,000:	Less than 5	Not Available
More than \$75,000:	Less than 5	Not Available
Prefer not to answer:	Less than 5	Not Available
My age (in years)		
16-29:	Less than 5	Not Available
30-39:	Less than 5	Not Available
40-49:	Less than 5	Not Available
50-59:	Less than 5	Not Available
60+:	Less than 5	Not Available
Prefer not to answer:	Less than 5	Not Available

Total Respondents: 5 Surveys Distributed: 7 Response Rate: 71.43%	Number of Survey Respondents	Percent of Survey Respondents
Years of service with this organization		
Less than 1:	Less than 5	Not Available
1-2:	Less than 5	Not Available
3-5:	Less than 5	Not Available
6-10:	Less than 5	Not Available
11-15:	Less than 5	Not Available
16+:	Less than 5	Not Available
Prefer not to answer:	Less than 5	Not Available
My race/ethnic identification		
African-American or Black:	Less than 5	Not Available
Hispanic or Latino/a:	Less than 5	Not Available
Anglo-American or White:	Less than 5	Not Available
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:	Less than 5	Not Available
I am currently in a supervisory role.		
Yes:	Less than 5	Not Available
No:	Less than 5	Not Available
Prefer not to answer:	Less than 5	Not Available
I received a promotion during the past two years.		
Yes:	Less than 5	Not Available
No:	Less than 5	Not Available
Prefer not to answer:	Less than 5	Not Available
I received a merit increase during the past two years.		
Yes:	Less than 5	Not Available
No:	Less than 5	Not Available
Prefer not to answer:	Less than 5	Not Available

Total Respondents: 5 Surveys Distributed: 7 Response Rate: 71.43%	Number of Survey Respondents	Percent of Survey Respondents
plan to be working for this organization in one year.		
Yes:	Less than 5	Not Available
No:	Less than 5	Not Available
Prefer not to answer:	Less than 5	Not Available
am eligible for retirement within the next two years.		
Yes:	Less than 5	Not Available
No:	Less than 5	Not Available
Prefer not to answer:	Less than 5	Not Available

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.

1. My work group cooperates to get the job done.	100% Agreen	nent
Strongly Strongly Don't Response: Agree Agree Neutral Disagree Disagree Know/NA Respondents: 4 1 0 0 0 0 Percentage: 80.00% 20.00% 0.00% 0.00% 0.00% 0.00%	SCORE: Std. Dev.: Total Respondents: BENCHMARKS Past Score: Similar Mission: Similar Size: All Orgs:	4.80 0.45 5 4.17 4.20 4.23 4.18
2. In my work group, my opinions and ideas count.	80% Agreem	ent
80% Agreement	SCORE: Std. Dev.: Total Respondents:	<b>4.40</b> 0.89 5
Response: Agree Agree Neutral Disagree Disagree Know/NA Respondents: 3 1 1 0 0 0  Percentage: 60.00% 20.00% 20.00% 0.00% 0.00% 0.00%	BENCHMARKS Past Score: Similar Mission: Similar Size: All Orgs:	4.17 3.81 4.00 3.70
3. My work group regularly uses performance data to improve the quality of our work.	75% Agreem	ent
75% Agreement  Strongly Strongly Don't Response: Agree Agree Neutral Disagree Disagree Know/NA	SCORE: Std. Dev.: Total Respondents: BENCHMARKS Past Score:	<b>4.33</b> 0.58 4 4.50
Respondents: 1 2 0 0 0 1  Percentage: 25.00% 50.00% 0.00% 0.00% 0.00% 25.00%	Similar Mission: Similar Size: All Orgs:	3.72 3.79 3.60
4. In my work group, there is a real feeling of teamwork.	80% Agreeme	ent
80% Agreement	SCORE: Std. Dev.: Total Respondents: BENCHMARKS	<b>4.00</b> 1.23 5
Response: Agree Agree Neutral Disagree Disagree Know/NA Respondents: 2 2 0 1 0 0 Percentage: 40.00% 40.00% 0.00% 20.00% 0.00% 0.00%	Past Score: Similar Mission: Similar Size: All Orgs:	3.83 3.87 3.93 3.82

- 1		

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

#### 80% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2	2	0	0	0	1
Percentage:	40.00%	40.00%	0.00%	0.00%	0.00%	20.00%

#### 80% Agreement

SCORE:	4.50
Std. Dev.:	0.58
Total Respondents:	5
BENCHMARKS	
Past Score:	4.00
Similar Mission:	3.97
Similar Size:	4.16
Ali Orgs:	3.93



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

#### 80% Agreement

Response:	Strongly Agree		Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	3	1	1	0	0	0
Percentage:	60.00%	20.00%	20.00%	0.00%	0.00%	0.00%

#### 80% Agreement

SCORE:	4.40
Std. Dev.:	0.89
Total Respondents:	5
BENCHMARKS	
Past Score:	4.33
Similar Mission:	4.21
Similar Size:	4.22
All Orgs:	4.12



#### 7. My organization develops services to match the needs of our customers/clients.

#### 100% Agreement

	Strongly				Strongly	Don't
Response:	Agree	Agree	Neutral	Disagree	Disagree	Know/NA
Respondents:	3	2	0	0	0	0
Percentage:	60.00%	40.00%	0.00%	0.00%	0.00%	0.00%

#### 100% Agreement

4 60

COORE.

SCORE:	4.60
Std. Dev.:	0.55
Total Respondents:	5
BENCHMARKS	
Past Score:	4.50
Similar Mission:	4.05
Similar Size:	4.26
All Orgs:	3.97



#### 8. Our organization communicates effectively with the public.

#### 100% Agreement

	Strongly				Strongly	Don't
Response:	Agree	Agree	Neutral	Disagree	Disagree	Know/NA
Respondents:	2	3	0	0	0	0
Percentage:	40.00%	60.00%	0.00%	0.00%	0.00%	0.00%

SCORE:	4.40
Std. Dev.:	0.55
Total Respondents:	5
BENCHMARKS	
Past Score:	4.33
Similar Mission:	4.12
Similar Size:	4.29
All Orgs:	3.97

Don't



## 9. I have a good understanding of our mission, vision, and strategic plan.

#### 100% Agreement

SCORE:	4.40
Std. Dev.:	0.55
Total Respondents:	5
BENCHMARKS	
Past Score:	4.83
Similar Mission:	4.20
Similar Size:	4.33
All Orgs:	4.13



Response:	Agree	Agree	Neutral	Disagree	Disagree	Know/NA
Respondents:	2	3	0.	0	0	0
Percentage:	40.00%	60.00%	0.00%	0.00%	0.00%	0.00%

100% Agreement

# 400

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

#### 100% Agreement

SCORE:	4.80
Std. Dev.:	0.45
Total Respondents:	5
BENCHMARKS	
Past Score:	4.83
Similar Mission:	4.18
Similar Size:	4.29
All Orgs:	4.10

#### 100% Agreement

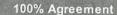
	Strongly				Strongly	Don't
Response:	Agree	Agree	Neutral	Disagree	Disagree	Know/NA
Respondents:	4	1	0	0	0	0
Percentage:	80.00%	20.00%	0.00%	0.00%	0.00%	0.00%

# -

#### 11. My supervisor recognizes outstanding work.

#### 100% Agreement

SCORE:	4.40
Std. Dev.:	0.55
Total Respondents:	5
BENCHMARKS	
Past Score:	4.50
Similar Mission:	4.01
Similar Size:	4.11
All Orgs:	3.95



Response:	Strongly Agree		Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2	3	0	0	0	0
Percentage:	40.00%	60.00%	0.00%	0.00%	0.00%	0.00%



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

### 100% Agreement

SCORE:	4.40
Std. Dev.:	0.55
Total Respondents:	5
BENCHMARKS	
Past Score:	4.50
Similar Mission:	4.16
Similar Size:	4.25
All Orgs:	4.09

Response:	Strongly Agree		Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2	3	0	0	0	0
Percentage:	40.00%	60.00%	0.00%	0.00%	0.00%	0.00%



#### 13. My supervisor is consistent when administering policies concerning employees.

#### 80% Agreement

rongly				Strongly
\ oroo	Agras	Moutral	Dicograc	

	Strongly				Strongly	Don't
Response:	Agree	Agree	Neutral	Disagree	Disagree	Know/NA
Respondents:	2	2	1	0	0	0
Percentage:	40.00%	40.00%	20.00%	0.00%	0.00%	0.00%

SCORE:	4.20
Std. Dev.:	0.84
Total Respondents:	5
BENCHMARKS	
Past Score:	4.33
Similar Mission:	3.89
Similar Size:	4.08
All Orgs:	3.85



#### 14. My supervisor evaluates my performance fairly.

80% Agreement

#### 100% Agreement

		100 /0 1-	gioonio		3 10 10	为"MA" 新省 18 16	Total R
	Characteristics				Otronolo	D#	BENCI
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Past Se
Respondents:	2	3	0	0	0	0	Similar
Percentage:	40.00%	60.00%	0.00%	0.00%	0.00%	0.00%	Similar All Orga

SCORE:	4.40
Std. Dev.:	0.55
Total Respondents:	5
BENCHMARKS	
Past Score:	4.33
Similar Mission:	3.95
Similar Size:	4.03
All Orgs:	3.86



#### 15. Given the type of work I do, my physical workplace meets my needs.

#### 100% Agreement

necus.							SCORE:	4.20
100% Agreement						Std. Dev.:	0.45	
Постопос	Strongly		Maritual	Diagram	Strongly	Don't	Total Respondents:  BENCHMARKS  Past Score:	5 4.33
Response:	Agree			Disagree		Know/NA	Similar Mission:	4.08
Respondents:	1	4	0	0	0	0	Similar Size:	4.19
Percentage:	20.00%	80.00%	0.00%	0.00%	0.00%	0.00%	All Orgs:	3.98



Respondents:

#### 16. My workplace is well maintained.

#### 100% Agreement

	Strongly				Strongly	Don't
Response:	Agree	Agree	Neutral	Disagree	Disagree	Know/NA
Respondents:	1	4	0	0	0	0
Percentage:	20.00%	80.00%	0.00%	0.00%	0.00%	0.00%

SCORE:	4.20
Std. Dev.:	0.45
Total Respondents:	5
BENCHMARKS	
Past Score:	4.50
Similar Mission:	3.88
Similar Size:	4.08
All Orgs:	3.82

Respondents:

#### 17. There are sufficient procedures to ensure the safety of employees in the workplace.

#### 100% Agreement

<b>三年</b> 置 4.27。		100% A	greeme	ent			
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	<u>L</u>
Respondents:	2	3	0	0	0	0	
Percentage:	40.09%	60.00%	0.00%	0.00%	0.00%	0.00%	

SCORE:	4.40
Std. Dev.:	0.55
Total Respondents:	5
BENCHMARKS	
Past Score:	4.50
Similar Mission:	4.09
Similar Size:	4.30
All Orgs:	4.02



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

100% Agreement

#### 100% Agreement

Response:	Strongly Agree		Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2	3	0	0	0	0
Percentage:	40.00%	60.00%	0.00%	0.00%	0.00%	0.00%

SCORE:	4.40
Std. Dev.:	0.55
Total Respondents:	= 5
BENCHMARKS	
Past Score:	4.33
Similar Mission:	4.02
Similar Size:	4.19
All Orgs:	3.91



#### 19. The people I work with treat each other with respect.

#### 60% Agreement

3.75

SCORE:

60%	Agreeme	nt					Std. Dev.:	1.26
	Strongly				Strongly	Don't	Total Respondents: BENCHMARKS	5
Response:	0 2	Agree	Neutrai	Disagree		Know/NA	Past Score:	4.00
Respondents:	1	2	0	1	0	1	Similar Mission:	3.90
Percentage:	20.00%	40.00%	0.00%	20.00%	0.00%	20.00%	Similar Size: All Orgs:	3.87 3.87



#### 20. My organization works to attract, develop, and retain people with diverse backgrounds.

1.49							SCORE:	4.50
	80% A	greeme	nt				Std. Dev.:	0.58
							Total Respondents:	5
	Strongly				Strongly	Don't	BENCHMARKS	
Response:			Neutral	Disagree		Know/NA	Past Score:	4.33
Respondents:	2	2	0	0	0	1	Similar Mission:	3.86
Percentage:	40.00%	40.00%	0.00%	0.00%	0.00%	20.00%	Similar Size:	4.09
J			0.0070	0.0070	0.0070	20.0070	All Orgs:	3.76



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

#### 80% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1	3	0	0	0	1
Percentage:	20.00%	60.00%	0.00%	0.00%	0.00%	20.00%

#### 80% Agreement

SCORE:	4.25
Std. Dev.:	0.50
Total Respondents:	5
BENCHMARKS	

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



#### 22. I trust the people in my workplace.

#### 60% Agreement

Response:	Strongly		Neutral	Dieagrae	Strongly	Don't Know/NA
		Agree	Neuliai	Disagree	Disagree	KIIOWINA
Respondents:	1	2	1	0	0	1
Percentage:	20.00%	40.00%	20.00%	0.00%	0.00%	20.00%

#### 60% Agreement

SCORE:	4.00
Std. Dev.:	0.82
Total Respondents:	5
BENCHMARKS	
Past Score:	None
Similar Mission:	None
Similar Size:	None
All Orgs:	None

#### 23. My work group uses the latest technologies to communicate and interact.

#### 60% Agreement

Response:	Strongly Agree		Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1		1	0	0	1
Percentage:	20.00%	40.00%	20.00%	0.00%	0.00%	20.00%

### 60% Agreement

SCORE:	4.00
Std. Dev.:	0.82
Total Respondents:	5
BENCHMARKS	
Past Score:	3.83
Similar Mission:	3.70
Similar Size:	3.73
All Orgs:	3.58

#### 24. Our computer systems provide reliable information.

#### 100% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1	4	0	0	0	0
Percentage:	20.00%	80.00%	0.00%	0.00%	0.00%	0.00%

SCORE:	4.20
Std. Dev.:	0.45
Total Respondents:	5
BENCHMARKS	
Past Score:	4.33
Similar Mission:	3.90
Similar Size:	4.07
All Orgs:	3.80

25. Suppor	t is availa	ble for th	ne techn	ologies v	ve use		100% Agreer	nent
		115 2 2 5 MD	\greeme				SCORE: Std. Dev.: Total Respondents:	<b>4.2</b> 0.45
Response Respondents Percentage		Agree 4	0	0	Strongly Disagree 0 0.00%	Don't Know/NA 0 0.00%	BENCHMARKS Past Score: Similar Mission: Similar Size: All Orgs:	Nor Nor Nor
26. Our cor need.	nputer sy	stems er	nable m	e to quicl	kly find th	ne information		
AND MARKS	HER XX	4000/ A	a had been		No state of	# 100 W 100 m	Std. Dev.:	4.00
	Strongly		greeme	int	Strongly	Don't	Total Respondents:  BENCHMARKS	Nor 5
Response:		Agree	Neutrai	Disagree		Know/NA	Past Score:	4.3
Respondents:	0	5	0	0	0	0	Similar Mission:	3.7
Percentage:	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	Similar Size:	3.9
27. The cor reasonable		ion chani	nels I m	ust go thi			All Orgs:  100% Agreen SCORE:	nent 4.4
Respondents:	Strongly : Agree 2	100% A Agree	greeme Neutral	nt Disagree	Strongly Disagree	work are  Don't Know/NA	100% Agreen	4.4 0.5 5 4.1 3.8
Response Respondents: Percentage:	Strongly: Agree 2 40.00%	100% A Agree 3 60.00%	nels I m greeme Neutral 0 0.00%	nt  Disagree 0 0.00%	Strongly Disagree 0 0.00%	work are  Don't Know/NA	100% Agreen SCORE: Std. Dev.: Total Respondents: BENCHMARKS Past Score: Similar Mission: Similar Size: All Orgs:	4.4 0.5 5 4.1 3.8 3.9 3.7
Respondents:	Strongly : Agree 2 40.00%	100% A Agree 3 60.00%	nels I m greeme Neutral 0 0.00%	nt  Disagree 0 0.00%	Strongly Disagree 0 0.00%	work are  Don't Know/NA	100% Agreen SCORE: Std. Dev.: Total Respondents: BENCHMARKS Past Score: Similar Mission: Similar Size: All Orgs: 80% Agreem	4.4 0.5 5 4.1 3.8 3.9 3.7
Response Respondents: Percentage:	Strongly: Agree 2 40.00% k atmosphation.	Agree 3 60.00%	nels I magreeme Neutral 0 0.00%	nt  Disagree 0 0.00%	Strongly Disagree 0 0.00%	work are  Don't Know/NA	100% Agreen SCORE: Std. Dev.: Total Respondents: BENCHMARKS Past Score: Similar Mission: Similar Size: All Orgs:	4.4 0.5 5 4.1 3.8 3.9 3.7 <b>ent</b>
Response Respondents: Percentage:	Strongly: Agree 2 40.00% k atmosphation.	Agree 3 60.00%	nels I magreeme Neutral 0 0.00%	nt Disagree 0 0.00% open and	Strongly Disagree 0 0.00%	Don't Know/NA 0 0.00%	100% Agreen SCORE: Std. Dev.: Total Respondents: BENCHMARKS Past Score: Similar Mission: Similar Size: All Orgs:  80% Agreem SCORE:	4.4 0.5 5 4.1 3.8 3.9 3.7 <b>ent</b>
Response Respondents: Percentage:	Strongly  Strongly  Strongly	Agree 3 60.00%	nels I magreeme Neutral 0 0.00%	nt Disagree 0 0.00%  open and	Strongly Disagree 0 0.00%	work are  Don't Know/NA	SCORE: Std. Dev.: Total Respondents: BENCHMARKS Past Score: Similar Mission: Similar Size: All Orgs:  80% Agreem  SCORE: Std. Dev.: Total Respondents: BENCHMARKS Past Score:	4.4 0.5 5 4.1 3.8 3.9 3.7 <b>ent</b> 4.5 5
Response Respondents: Percentage: 28. My work communication	Strongly: Agree 2 40.00%  k atmosphation.  80% A  Strongly Agree	Agree 3 60.00%	nels I magreeme Neutral 0 0.00%	nt Disagree 0 0.00%  open and	Strongly Disagree 0 0.00%	Don't Know/NA 0 0.00%	100% Agreen SCORE: Std. Dev.: Total Respondents: BENCHMARKS Past Score: Similar Mission: Similar Size: All Orgs:  80% Agreem SCORE: Std. Dev.: Total Respondents: BENCHMARKS	4.4 0.5 5 4.1 3.8 3.9 3.7 <b>ent</b> 4.5 5

#### 29. The communications I receive at work are timely and informative.

#### 100% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2	3	0	0	0	0
Percentage:	40.00%	60.00%	0.00%	0.00%	0.00%	0.00%

#### 100% Agreement

SCORE:	4.40
Std. Dev.:	0.55
Total Respondents:	5
BENCHMARKS	
Past Score:	None
Similar Mission:	None
Similar Size:	None
All Orgs:	None

#### 30. My pay keeps pace with the cost of living.

#### 60% Agreement

Response:	Strongly Agree		Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1	2	1	0	0	1
Percentage:	20.00%	40.00%	20.00%	0.00%	0.00%	20.00%

#### 60% Agreement

SCORE:	4.00
Std. Dev.:	0.82
Total Respondents:	5
BENCHMARKS	
Past Score:	3.67
Similar Mission:	2.78
Similar Size:	2.86
All Orgs:	2.50

#### 31. Salaries are competitive with similar jobs in the community.

#### 80% Agreement

	Strongly				Strongly	Don't
Response:	Agree	Agree	Neutral	Disagree	Disagree	Know/NA
Respondents:	1	3	0	0	0	1
Percentage:	20.00%	60.00%	0.00%	0.00%	0.00%	20.00%

#### 80% Agreement

SCORE:	4.25
Std. Dev.:	0.50
Total Respondents:	5
BENCHMARKS	
Past Score:	3.00
Similar Mission:	2.74
Similar Size:	2.86
All Orgs:	2.56
- U	

#### 32. I feel I am paid fairly for the work I do.

#### 100% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/ <b>NA</b>
Respondents:	1	4	0	0	0	0
Percentage:	20.00%	80.00%	0.00%	0.00%	0.00%	0.00%

SCORE:	4.20
Std. Dev.:	0.45
Total Respondents:	5
BENCHMARKS	
Past Score:	3.60
Similar Mission:	3.03
Similar Size:	3.12
All Orgs:	2.81



## 33. Retirement benefits are competitive with similar jobs in the community.

#### 80% Agreement

	ar a Arriva	and produced to the set of the control of		71-3-5	American Services		SCORE:	4.50
	80% A	greeme	nt				Std. Dev.:	0.58
	Strongly				Strongly	Don't	Total Respondents: BENCHMARKS	5
Response:			Neutral	Disagree		Know/NA	Past Score:	4.17
Respondents:	2	2	0	0	0	1	Similar Mission:	3.85
Percentage:	40.00%	40.00%	0.00%	0.00%	0.00%	20.00%	Similar Size: All Orgs:	4.00 3.78



## 34. Health insurance benefits are competitive with similar jobs in the community.

#### 80% Agreement

SCORE:	4.50
Std. Dev.:	0.58
Total Respondents:	5
BENCHMARKS	
Past Score:	4.50
Similar Mission:	4.06
Similar Size:	4.18
All Orgs:	4.03

#### 80% Agreement

	Strongly				Strongly	Don't
Response:	Agree	Agree	Neutral	Disagree	Disagree	Know/NA
Respondents:	2	2	0	0	0	1
Percentage:	40.00%	40.00%	0.00%	0.00%	0.00%	20.00%

#### 35. Benefits can be selected to meet individual needs.

100% Agreement

0

#### 100% Agreement

SCORE:	4.20
Std. Dev.:	0.45
Total Respond	ents: 5
BENCHMARK	S
Past Score:	4.33
Similar Mission	n: 4.01
Similar Size:	4.06
All Orgs:	3.92



#### 36. I believe I have a career with this organization.

Percentage: 20.00% 80.00% 0.00% 0.00%

Strongly

Response: Agree

Respondents:

#### 100% Agreement

	0.55
Std. Dev.: Total Respondents:  Strongly Strongly Don't	5
Response: Agree Agree Neutral Disagree Disagree Know/NA Past Score:	4.33
Respondents: 2 3 0 0 0 Similar Mission:	3.97
Percentage: 40.00% 60.00% 0.00% 0.00% 0.00% 0.00% Similar Size: All Orgs:	4.01 3.89

Strongly

0.00%

Agree Neutral Disagree Disagree Know/NA

Don't

0.00%



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

#### 100% Agreement

is a war we find		100% A	greeme	int	150		1
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	
Respondents:	2	3	0	0	0	0	
Percentage:	40.00%	60.00%	0.00%	0.00%	0.00%	0.00%	

SCORE:	4.40
Std. Dev.:	0.55
Total Respondents:	5
BENCHMARKS	
Past Score:	4.33
Similar Mission:	3.86
Similar Size:	4.10
All Orgs:	3.83



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

#### 80% Agreement

4.00

	Std. Dev.:	0.71
	Total Respondents:	5
	BENCHMARKS	
IA	Past Score:	4.33
-	Similar Mission:	3.72
	Similar Size:	3.96
	All Orgs:	3.66

SCORE:



Response:	Strongly Agree		Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1	3	1	0	0	0
Percentage:	20.00%	60.00%	20.00%	0.00%	0.00%	0.00%

#### 39. My work environment supports a balance between work and personal life.

#### 80% Agreement

SCORE:	4.50
Std. Dev.:	0.58
Total Respondents:	5
BENCHMARKS	
Past Score:	4.17
Similar Mission:	4.00
Similar Size:	4.13
All Orgs:	3.88

#### 80% Agreement

	Strongly				Strongly	Don't
Response:	Agree	Agree	Neutral	Disagree	Disagree	Know/NA
Respondents:	2	2	0	0	0	1
Percentage:	40.00%	40.00%	0.00%	0.00%	0.00%	20.00%

### 40. I feel free to be myself at work.

							SCORE:	4.00
	80%	Agreeme	nt				Std. Dev.:	0.71
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Total Respondents: BENCHMARKS Past Score:	5 None
Respondents:	1	3	1	0	0	0	Similar Mission: Similar Size:	None None
Percentage:	20.00%	60.00%	20.00%	0.00%	0.00%	0.00%	All Orgs:	None

41. The am	ount of w	ork I am	asked to	o do is re	asonable	ı.	100% Agreen	nen1
/.							SCORE:	4.
		100% A	\greeme	nt	THE RESERVE		Std. Dev.:	0.
	Strongly				Ctronoli	Don't	Total Respondents: BENCHMARKS	5
Response			Neutral	Disagree	Strongly Disagree	Don't Know/NA	Past Score:	4.
Respondents:		3	0	0	0	0	Similar Mission:	3
'							Similar Size:	3.
Percentage:	40.00%	60.00%	0.00%	0.00%	0.00%	0.00%	All Orgs:	3.
42. I am pro	oud to tell	people t	hat I wo	rk for thi	s organiz	ation.	100% Agreem	ent
					9		SCORE:	4.
		100% A	greeme	nt	A LINEAR	Sale Marie	Std. Dev.:	0.
MARKET TWO		1000000				THE WAR AND THE	Total Respondents:	5
	Strongly				0, ,	m 11	BENCHMARKS	
Response			Neutral	Disagree	Strongly	Don't Know/NA	Past Score:	4.
Respondents:		3	0	0	0	0	Similar Mission:	4.
		_					Similar Size:	4.
Percentage:	40.00%	60.00%	0.00%	0.00%	0.00%	0.00%	All Orgs:	3.
43. Harassn	nent is no	t tolerate	ed at my	workpla	ice,		100% Agreem	ent
				·			SCORE:	4.
		100% A	greeme	nt	FEBRUARY TO		Std. Dev.:	0.
PRESIDENT NO.	DH BURNET CALL	ELL COSTILIE	SEA SHOULD	Strain Strain			Total Respondents:	5
	Chamer F				Strongly	Don't	BENCHMARKS	
	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~				Sublique	Don't	Past Score:	
Response:	Strongly : Agree	Agree	Neutral	Disagree		Know/NA	Past Score:	4.
	Agree				Disagree		Similar Mission:	
Respondents:	Agree 1	4	0	0	Disagree 0	0		4.
	Agree 1	4	0		Disagree		Similar Mission:	4. 4.
Respondents: Percentage:	1 20.00%	4 80.00%	0 0.00%	0	Disagree 0 0.00%	0	Similar Mission: Similar Size:	4. 4. 4.
Respondents:	1 20.00%	4 80.00%	0 0.00%	0	Disagree 0 0.00%	0	Similar Mission: Similar Size: All Orgs:	4. 4. 4. <b>ent</b>
Respondents: Percentage:	1 20.00%	4 80.00% enerally	0 0.00% ethical i	0 0.00% n my wo	Disagree 0 0.00%	0	Similar Mission: Similar Size: All Orgs: 100% Agreem SCORE:	4. 4. 4. ent
Respondents: Percentage:	1 20.00%	4 80.00%	0 0.00% ethical i	0 0.00% n my wo	Disagree 0 0.00%	0	Similar Mission: Similar Size: All Orgs:  100% Agreem  SCORE: Std. Dev.:	4. 4. ent 4.
Respondents: Percentage:	1 20.00% ees are ge	4 80.00% enerally	0 0.00% ethical i	0 0.00% n my wo	Disagree 0 0.00%	0 0.00%	Similar Mission: Similar Size: All Orgs:  100% Agreem  SCORE: Std. Dev.: Total Respondents:	4. 4. 4. ent
Respondents: Percentage:  44. Employe	1 20.00% ees are ge	4 80.00% enerally	0 0.00% ethical i	0 0.00% n my wor	Disagree 0 0.00%  rkplace.	0 0.00%	Similar Mission: Similar Size: All Orgs:  100% Agreem  SCORE: Std. Dev.: Total Respondents: BENCHMARKS	4. 4. <b>ent</b> 4. 0. 5
Respondents: Percentage:	1 20.00% ees are ge	4 80.00% enerally	0 0.00% ethical i	0 0.00% n my wor	Disagree 0 0.00%	0 0.00%	Similar Mission: Similar Size: All Orgs:  100% Agreem  SCORE: Std. Dev.: Total Respondents:	<b>4</b> .4

Percentage: 40.00% 60.00% 0.00% 0.00% 0.00%

4.24

4.06

Similar Size:

All Orgs:

0.00%

	Ψ.			
'n	p. Ca	₹	ž	99
ť		3		}
				7.

45. I believe we will use the information from this survey to improve our workplace.

#### 80% Agreement

SCORE:	4.25
Std. Dev.:	0.50
Total Respondents:	5
BENCHMARKS	
Past Score:	4.33
Similar Mission:	3.75
Similar Size:	3.92
All Orgs:	3.57

#### 80% Agreement

	Strongly				Strongly	Don't
Response:	Agree	Agree	Neutral	Disagree	Disagree	Know/NA
Respondents:	1	3	0	0	0	1
Percentage:	20.00%	60.00%	0.00%	0.00%	0.00%	20.00%

46. I am satisfied with the opportunities I have to give feedback on my supervisor's performance.

#### 100% Agreement

SCORE:	4.20
Std. Dev.:	0.45
Total Respondents:	5
BENCHMARKS	
Past Score:	4.50
Similar Mission:	3.58
Similar Size:	3.70
All Orgs:	3.47

#### 100% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
Respondents:	1	4	0	0	0	0
Percentage:	20.00%	80.00%	0.00%	0.00%	0.00%	0.00%

47. Upper management (i.e. Executive and/or Senior Leadership) effectively communicates important information.

#### 100% Agreement

SCORE:	4.40
Std. Dev.:	0.55
Total Respondents:	5
BENCHMARKS	
Past Score:	4.50
Similar Mission:	3.86
Similar Size:	4.09
All Orgs:	3.68

#### 100% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
Respondents:	2	3	0	0	0	0
Percentage:	40.00%	60.00%	0.00%	0.00%	0.00%	0.00%

### 48. I am treated fairly in my workplace.

#### 100% Agreement

SCORE:	4.40
Std. Dev.:	0.55
Total Respondents:	5
BENCHMARKS	
Past Score:	None
Similar Mission:	None
Similar Size:	None
All Orgs:	None

	Strongly				Strongly	Don't
Response:	Agree	Agree	Neutral	Disagree	Disagree	Know/NA
Respondents:	2	3	0	0	0	0
Percentage:	40.00%	60.00%	0.00%	0.00%	0.00%	0.00%

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.

#### **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.

2. In my wo	ork group,	my opinio	ns and id	leas coun	t.		80% Agreem	ent
							SCORE:	4.4
	80%	Agreem	ent		New York		Std. Dev.:	0.8
	Cávorosla			STATE STATE OF THE			Total Respondents: BENCHMARKS	5
Response	Strongly : Aaree		Neutral	l Disagre	Strongly e Disagre	/ Don't e Know/NA	Past Score:	4.1
Respondents		1	1	0	0	0	Similar Mission:	3.8
Percentage		20.00%			0.00%		Similar Size:	4.0
. sreernage	. 00.0070	20.0070	20.00 /	0.00%	.0,00 %	0.00%	All Orgs:	3.
5. Our orga	nization is	known fo	r the gua	lity of wor	rk we provi	ide.	80% Agreem	ent
,i			,	,	, in the proof		SCORE:	4.5
	80%	Agreeme	ent		W market		Std. Dev.:	0.5
			Be HIB		Design No.		Total Respondents:	5
	Strongl	v			Strongly	Don't	BENCHMARKS	-
Response	: Agree		Neutral	Disagree	Disagree		Past Score:	4.0
Respondents	: 2	2	0	0	0	1	Similar Mission:	3.9
							Similar Size:	4.
Percentage	: 40.00%	40.00%	0.00%	0.00%	0.00%	20.00%		
Percentage	: 40.00%	40.00%	0.00%	0.00%	0.00%	20.00%	All Orgs:	3.9
5						20.00%		
Percentage  6. I know ho						20.00%	All Orgs:	ent
5	ow my wor	k impacts	others in			20.00%	All Orgs:  80% Agreeme	ent 4.4
5	ow my wor		others in			20.00%	80% Agreeme SCORE: Std. Dev.:	ent 4.4
5	w my wori	k impacts Agreeme	others in		nization.		All Orgs:  80% Agreeme	<b>ent</b> <b>4</b> .4 0.8
5	80% ,	k impacts Agreeme	others in	the organ	nization. Strongly	Don't	80% Agreeme SCORE: Std. Dev.: Total Respondents:	<b>ent</b> 4.4 0.8 5
6. I know ho	80% . Strongly	k impacts Agreeme	others in	the organ	Strongly Disagree	Don't Know/NA	80% Agreeme SCORE: Std. Dev.: Total Respondents: BENCHMARKS	ent 4.4 0.8 5
6. I know ho Response: Respondents:	80% . Strongly Agree 3	k impacts Agreeme Agree	others in  nt  Neutral	the organ	Strongly Disagree	Don't Know/NA 0	80% Agreeme SCORE: Std. Dev.: Total Respondents: BENCHMARKS Past Score:	ent 4.4 0.8 5 4.3 4.2
6. I know ho	80% . Strongly Agree 3	k impacts Agreeme Agree	others in  nt  Neutral	the organ	Strongly Disagree	Don't Know/NA	80% Agreeme SCORE: Std. Dev.: Total Respondents: BENCHMARKS Past Score: Similar Mission:	ent 0.8 5 4.3 4.2 4.2
6. I know ho Response: Respondents: Percentage:	Strongly Agree 3 60.00%	Agree  Agree  1  20.00%	others in  Neutral  1 20.00%	Disagree	Strongly Disagree 0 0.00%	Don't Know/NA 0 0.00%	80% Agreeme SCORE: Std. Dev.: Total Respondents: BENCHMARKS Past Score: Similar Mission: Similar Size:	ent 4.4 0.8 5 4.3 4.2 4.1
6. I know ho Response: Respondents: Percentage:	Strongly Agree 3 60.00%	Agree  Agree  1  20.00%	others in  Neutral  1 20.00%	Disagree	Strongly Disagree 0 0.00%	Don't Know/NA 0 0.00%	80% Agreement SCORE: Std. Dev.: Total Respondents: BENCHMARKS Past Score: Similar Mission: Similar Size: All Orgs:	ent 4.4 0.8 5 4.3 4.2 4.1
6. I know ho Response: Respondents: Percentage:	Strongly Agree 3 60.00%	Agree 1 20.00%	others in  Neutral  1  20.00%  with a cle	Disagree 0 0.00%	Strongly Disagree 0 0.00%	Don't Know/NA 0 0.00%	All Orgs:  80% Agreeme SCORE: Std. Dev.: Total Respondents: BENCHMARKS Past Score: Similar Mission: Similar Size: All Orgs:  100% Agreeme SCORE:	ent 4.4 0.8 5 4.3 4.2 4.1 <b>ent</b>
6. I know ho Response: Respondents: Percentage:	Strongly Agree 3 60.00%	Agree 1 20.00%	others in  Neutral  1 20.00%	Disagree 0 0.00%	Strongly Disagree 0 0.00%	Don't Know/NA 0 0.00%	All Orgs:  80% Agreeme SCORE: Std. Dev.: Total Respondents: BENCHMARKS Past Score: Similar Mission: Similar Size: All Orgs:  100% Agreem SCORE: Std. Dev.:	ent 4.4 0.8 5 4.3 4.2 4.1 <b>ent</b> 4.8 0.4
6. I know ho Response: Respondents: Percentage:	Strongly Agree 3 60.00%	Agree  Agree  1  20.00%	others in  Neutral  1  20.00%  with a cle	Disagree 0 0.00%	Strongly Disagree 0 0.00%	Don't Know/NA 0 0.00%	All Orgs:  80% Agreeme SCORE: Std. Dev.: Total Respondents: BENCHMARKS Past Score: Similar Mission: Similar Size: All Orgs:  100% Agreeme SCORE:	ent 4.4 0.8 5 4.3 4.2 4.1 <b>4.1</b>
6. I know hotellist Response: Respondents: Percentage: 10. My superesponsibility	Strongly Agree 3 60.00% ervisor profies.	Agree 1 20.00% vides me	others in  Neutral  1  20.00%  with a cle	Disagree 0 0.00%	Strongly Disagree 0 0.00%	Don't Know/NA 0 0.00%	80% Agreements SCORE: Std. Dev.: Total Respondents: BENCHMARKS Past Score: Similar Mission: Similar Size: All Orgs:  100% Agreem SCORE: Std. Dev.: Total Respondents:	ent 4.4 0.8 5 4.3 4.2 4.1 <b>ent</b> 4.8 0.4
6. I know ho Response: Respondents: Percentage:	Strongly Agree 3 60.00% ervisor provies.	Agree 1 20.00% vides me	others in  Neutral  1  20.00%  with a cle	Disagree 0 0.00%	Strongly e Disagree 0 0.00%	Don't Know/NA 0 0.00% Tmy work	80% Agreeme SCORE: Std. Dev.: Total Respondents: BENCHMARKS Past Score: Similar Mission: Similar Size: All Orgs:  100% Agreem SCORE: Std. Dev.: Total Respondents: BENCHMARKS	ent 4.4 0.8 5 4.3 4.2 4.1 <b>ent</b> 4.8 0.4
Response: Respondents: Percentage:  10. My superesponsibilit	Strongly Agree 3 60.00%  Strongly Agree 4	Agree 1 20.00% vides me	others in  Neutral 1 20.00%  with a cle	Disagree 0 0.00% ear unders	Strongly Disagree 0 0.00%	Don't Know/NA 0 0.00%	All Orgs:  80% Agreeme SCORE: Std. Dev.: Total Respondents: BENCHMARKS Past Score: Similar Mission: Similar Size: All Orgs:  100% Agreem SCORE: Std. Dev.: Total Respondents: BENCHMARKS Past Score:	ent 4.4 0.8 5 4.3 4.2 4.1 ent 4.8 0.4 5

11. My supervisor recognizes outstanding work.	11.	My	supervisor	recognizes	outstanding	work.
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### 100% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2	3	0	0	0	0
Percentage:	40.00%	60.00%	0.00%	0.00%	0.00%	0.00%

#### 100% Agreement

SCORE:	4.40
Std. Dev.:	0.55
Total Respondents:	5
BENCHMARKS	
Past Score:	4.50
Similar Mission:	4.01
Similar Size:	4.11
All Orgs:	3.95

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

#### 100% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2	3	0	0	0	0
Percentage:	40.00%	60.00%	0.00%	0.00%	0.00%	0.00%

#### 100% Agreement

SCORE:	4.40
Std. Dev.:	0.55
Total Respondents:	5
BENCHMARKS	
Past Score:	4.50
Similar Mission:	4.16
Similar Size:	4.25
All Orgs:	4.09

#### 14. My supervisor evaluates my performance fairly.

#### 100% Agreement

	Strongly				Strongly	Don't
Response:	Agree	Agree	Neutral	Disagree	Disagree	Know/NA
Respondents:	2	3	0	0	0	0
Percentage:	40.00%	60.00%	0.00%	0.00%	0.00%	0.00%

### 100% Agreement

SCORE:	4.40
Std. Dev.:	0.55
Total Respondents:	5
BENCHMARKS	
Past Score:	4.33
Similar Mission:	3.95
Similar Size:	4.03
All Orgs:	3.86

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

#### 100% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2	3	0	0	0	0
Percentage:	40.00%	60.00%	0.00%	0.00%	0.00%	0.00%

SCORE:	4.40
Std. Dev.:	0.55
Total Respondents:	5
BENCHMARKS	
Past Score:	4.33
Similar Mission:	4.02
Similar Size:	4.19
All Orgs:	3.91

21. The pe	ople I work	with care	about n	ny person	al well-be	ing.	80% Agreen	ne
1 60000 50.2 10		4 - 15 - 50		- Paringalia	<del>``</del>		SCORE:	
	80% /	Agreeme	nt	or Appen		Flick Begin	Std. Dev.:	
	Church						Total Respondents: BENCHMARKS	
Response	Strongly E: Agree		Neutra	Disagre	Strongly Disagre	/ Don't e Know/NA	Past Score:	
Respondents		3	0	0	0	1	Similar Mission:	
Percentage	: 20.00%	60.00%	0.00%	0.00%	0.00%	20.00%	Similar Size:	
				2,00,70	0.0070	20.00 /0	All Orgs:	
22. I trust th	ie people ir	n my work	place.				60% Agreem	1e
and the same of the same of							SCORE:	
60%	4 Agreem	ent					Std. Dev.:	
							Total Respondents:	
Parnanas	Strongly	Λ	X1	D:	Strongly		BENCHMARKS	
Response: Respondents:		Agree 2	Neutral 1	Disagree 0		e Know/NA	Past Score: Similar Mission:	
Percentage:			7.4		0	1	Similar Size:	
				0 000/	0.000/	00 000/		
r Groomage.	20.0070	40.00%	20.00%	0.00%	0.00%	20.00%	All Orgs:	
								ne
37. Training							All Orgs:	ne
		vailable to	) me so t	hat I can			All Orgs:	ne
			) me so t	hat I can			All Orgs:  100% Agreen SCORE:	ne
		vailable to	) me so t	hat I can		better.	All Orgs:  100% Agreen  SCORE: Std. Dev.: Total Respondents: BENCHMARKS	ne
37. Training	is made a Strongly : Agree	vailable to 100% A Agree	omesol	hat I can	do my job Strongly	better.	All Orgs:  100% Agreen  SCORE: Std. Dev.: Total Respondents: BENCHMARKS Past Score:	ne
37. Training  Response: Respondents:	Strongly: Agree	vailable to	o me so t greeme Neutral 0	nt Disagree	do my job Strongly	better.	All Orgs:  100% Agreen  SCORE: Std. Dev.: Total Respondents: BENCHMARKS Past Score: Similar Mission:	ne
37. Training	Strongly: Agree	vailable to	o me so t greeme Neutral 0	hat I can nt Disagree	do my job Strongly Disagree	better.  Don't Know/NA	All Orgs:  100% Agreen  SCORE: Std. Dev.: Total Respondents: BENCHMARKS Past Score:	ne
37. Training  Response  Respondents:  Percentage:	Strongly: Agree 2 40.00%	Agree 3 60.00%	o me so to greeme Neutral 0 0.00%	hat I can  nt  Disagree  0 0.00%	Strongly Disagree 0 0.00%	Don't Know/NA 0	All Orgs:  100% Agreen  SCORE: Std. Dev.: Total Respondents: BENCHMARKS Past Score: Similar Mission: Similar Size: All Orgs:	
37. Training  Response  Respondents:  Percentage:	Strongly: Agree 2 40.00%	Agree 3 60.00%	o me so to greeme Neutral 0 0.00%	hat I can  nt  Disagree  0 0.00%	Strongly Disagree 0 0.00%	Don't Know/NA	All Orgs:  100% Agreen  SCORE: Std. Dev.: Total Respondents: BENCHMARKS Past Score: Similar Mission: Similar Size: All Orgs:  80% Agreem	
37. Training  Response  Respondents:  Percentage:	Strongly: Agree 2 40.00%	Agree 3 60.00%	o me so to greeme  Neutral  0 0.00%	hat I can  nt  Disagree  0 0.00%	Strongly Disagree 0 0.00%	Don't Know/NA 0	All Orgs:  100% Agreen  SCORE: Std. Dev.: Total Respondents: BENCHMARKS Past Score: Similar Mission: Similar Size: All Orgs:  80% Agreem  SCORE:	
37. Training  Response  Respondents:  Percentage:	Strongly: Agree 2 40.00%	Agree 3 60.00%	o me so to greeme  Neutral  0 0.00%	hat I can  nt  Disagree  0 0.00%	Strongly Disagree 0 0.00%	Don't Know/NA 0	All Orgs:  100% Agreen  SCORE: Std. Dev.: Total Respondents: BENCHMARKS Past Score: Similar Mission: Similar Size: All Orgs:  80% Agreem  SCORE: Std. Dev.:	
37. Training  Response: Respondents: Percentage: 38. Training	Strongly: Agree 2 40.00%	Agree 3 60.00%	o me so to greeme  Neutral  0 0.00%	hat I can  nt  Disagree  0 0.00%	Strongly Disagree 0 0.00%	Don't Know/NA 0 0.00%	All Orgs:  100% Agreen  SCORE: Std. Dev.: Total Respondents: BENCHMARKS Past Score: Similar Mission: Similar Size: All Orgs:  80% Agreem  SCORE: Std. Dev.: Total Respondents:	
37. Training  Response: Respondents: Percentage: 38. Training	Strongly Agree 2 40.00% is made av	vailable to	o me so to greeme Neutral 0 0.00%	hat I can Int Disagree 0 0.00%	Strongly Disagree 0 0.00%	Don't Know/NA 0 0.00%	All Orgs:  100% Agreen  SCORE: Std. Dev.: Total Respondents: BENCHMARKS Past Score: Similar Mission: Similar Size: All Orgs:  80% Agreem  SCORE: Std. Dev.:	

Percentage: 20.00% 60.00% 20.00% 0.00% 0.00%

3.96

3.66

Similar Size:

All Orgs: