

ModernThink
2016 Public Library of Cincinnati and Hamilton County
Employee Engagement Survey
The Public Library of Cincinnati and Hamilton County
Response Distribution Report



Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
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Average All Statements (1-70)

Your Overall (680) 3.62	23.9%	35.8%	24.5%	10.1%	5.7%
Branch, 44 hours per week (66) 3.62	22.5%	36.5%	26.1%	9.9%	5%
Branch, 48-52 hours per week (150) 3.58	22.4%	36.7%	24.3%	10.4%	6.3%
Branch, 60 hours per week (128) 3.71	28.3%	34.7%	22.4%	9%	5.6%
Main, Administrative Offices, 40+ hours per week (32) 3.79	27%	39.8%	22.3%	6.8%	4.1%
Main, Non-Public/Support, 40-67 hours per week (109) 3.65	21.1%	39.8%	26.1%	9.8%	3.3%
Main, Public, 67+ hours per week (94) 3.56	23.2%	33.8%	25.3%	11.1%	6.7%

1. I understand our organization's mission and strategic goals.

Your Overall (678) 4.17	36.6%	45.7%	16.2%	0.9%	0.6%
Branch, 44 hours per week (66) 4.23	36.4%	50%	13.6%	0%	0%
Branch, 48-52 hours per week (150) 4.19	38%	46%	14%	1.3%	0.7%
Branch, 60 hours per week (128) 4.27	42.2%	44.5%	12.5%	0%	0.8%
Main, Administrative Offices, 40+ hours per week (32) 4.19	37.5%	43.8%	18.8%	0%	0%
Main, Non-Public/Support, 40-67 hours per week (108) 4.15	34.3%	47.2%	17.6%	0.9%	0%
Main, Public, 67+ hours per week (94) 4.06	29.8%	52.1%	13.8%	3.2%	1.1%

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2. My job makes good use of my skills and abilities.

Your Overall (679) 3.78	25.2%	38.1%	28.4%	5.7%	2.5%
Branch, 44 hours per week (66) 3.97	31.8%	37.9%	25.8%	4.5%	0%
Branch, 48-52 hours per week (150) 3.75	24.7%	36.7%	30.7%	5.3%	2.7%
Branch, 60 hours per week (127) 3.9	26.8%	43.3%	25.2%	2.4%	2.4%
Main, Administrative Offices, 40+ hours per week (32) 3.88	34.4%	34.4%	18.8%	9.4%	3.1%
Main, Non-Public/Support, 40-67 hours per week (109) 3.72	23.9%	35.8%	32.1%	5.5%	2.8%
Main, Public, 67+ hours per week (94) 3.63	22.3%	36.2%	25.5%	13.8%	2.1%

3. I am provided the training I need to be effective in my job.

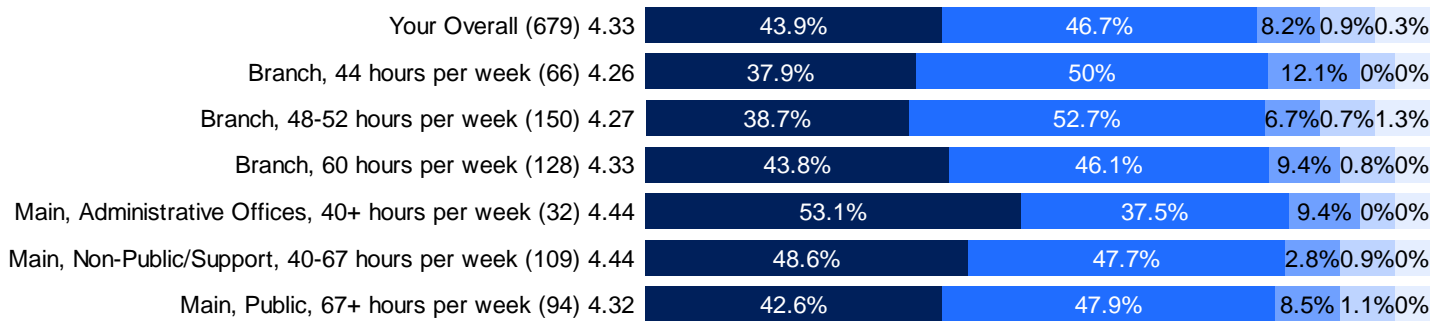
Your Overall (679) 3.67	20.5%	39.3%	29.7%	7.5%	2.9%
Branch, 44 hours per week (66) 3.52	13.6%	39.4%	34.8%	9.1%	3%
Branch, 48-52 hours per week (150) 3.61	20.7%	36%	31.3%	8%	4%
Branch, 60 hours per week (128) 3.7	25%	35.9%	26.6%	9.4%	3.1%
Main, Administrative Offices, 40+ hours per week (31) 3.9	29%	45.2%	16.1%	6.5%	3.2%
Main, Non-Public/Support, 40-67 hours per week (109) 3.84	22%	44%	30.3%	3.7%	0%
Main, Public, 67+ hours per week (94) 3.62	16%	43.6%	28.7%	9.6%	2.1%

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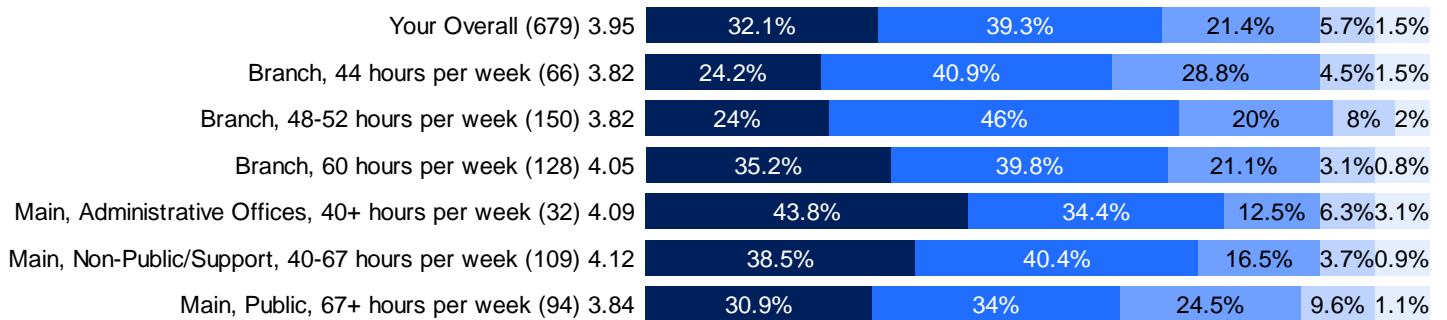


Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
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4. I understand how my job contributes to this organization's success.



5. I am given the responsibility and freedom to do my job.



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6. I am regularly recognized for my contributions.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (676) 3.3	13.6%	32.1%	31.5%	15.8%	7%
Branch, 44 hours per week (66) 3.26	9.1%	39.4%	27.3%	16.7%	7.6%
Branch, 48-52 hours per week (149) 3.22	10.1%	30.9%	35.6%	18.1%	5.4%
Branch, 60 hours per week (128) 3.46	15.6%	39.1%	27.3%	11.7%	6.3%
Main, Administrative Offices, 40+ hours per week (32) 3.31	21.9%	21.9%	34.4%	9.4%	12.5%
Main, Non-Public/Support, 40-67 hours per week (108) 3.36	10.2%	38.9%	32.4%	13.9%	4.6%
Main, Public, 67+ hours per week (94) 3.19	17%	22.3%	33%	18.1%	9.6%

7. I have a clear understanding of this organization's current financial performance.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (664) 3.13	7.8%	30.9%	33.9%	21.1%	6.3%
Branch, 44 hours per week (65) 3.25	7.7%	36.9%	35.4%	12.3%	7.7%
Branch, 48-52 hours per week (148) 3.16	8.1%	29.1%	38.5%	18.9%	5.4%
Branch, 60 hours per week (126) 3.05	7.9%	31.7%	27%	23.8%	9.5%
Main, Administrative Offices, 40+ hours per week (30) 3.7	33.3%	30%	13.3%	20%	3.3%
Main, Non-Public/Support, 40-67 hours per week (107) 3.13	5.6%	33.6%	32.7%	24.3%	3.7%
Main, Public, 67+ hours per week (90) 3.11	3.3%	34.4%	36.7%	21.1%	4.4%

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8. I am provided the resources I need to be effective in my job.

Your Overall (677) 3.46	14.8%	37.5%	31.8%	10.8%	5.2%
Branch, 44 hours per week (66) 3.55	10.6%	43.9%	37.9%	4.5%	3%
Branch, 48-52 hours per week (150) 3.37	12%	42.7%	24.7%	12%	8.7%
Branch, 60 hours per week (127) 3.55	20.5%	33.9%	29.9%	11.8%	3.9%
Main, Administrative Offices, 40+ hours per week (32) 3.66	18.8%	37.5%	37.5%	3.1%	3.1%
Main, Non-Public/Support, 40-67 hours per week (109) 3.6	14.7%	41.3%	33.9%	9.2%	0.9%
Main, Public, 67+ hours per week (93) 3.23	11.8%	32.3%	30.1%	18.3%	7.5%

9. I am given a real opportunity to develop my skills in this organization.

Your Overall (677) 3.36	13.6%	33.1%	34.4%	13.6%	5.3%
Branch, 44 hours per week (66) 3.44	15.2%	30.3%	40.9%	10.6%	3%
Branch, 48-52 hours per week (150) 3.31	12%	31.3%	37.3%	14%	5.3%
Branch, 60 hours per week (127) 3.37	13.4%	37%	30.7%	11%	7.9%
Main, Administrative Offices, 40+ hours per week (32) 3.72	31.3%	34.4%	15.6%	12.5%	6.3%
Main, Non-Public/Support, 40-67 hours per week (109) 3.41	10.1%	40.4%	33.9%	11.9%	3.7%
Main, Public, 67+ hours per week (94) 3.32	16%	27.7%	34%	17%	5.3%

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10. I understand the steps necessary to advance my career.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (666) 3.51	14%	42.8%	28.4%	10.1%	4.8%
Branch, 44 hours per week (65) 3.63	20%	41.5%	24.6%	9.2%	4.6%
Branch, 48-52 hours per week (148) 3.44	10.1%	48%	23.6%	12.2%	6.1%
Branch, 60 hours per week (125) 3.62	18.4%	40.8%	28.8%	8%	4%
Main, Administrative Offices, 40+ hours per week (32) 3.59	25%	34.4%	25%	6.3%	9.4%
Main, Non-Public/Support, 40-67 hours per week (108) 3.57	14.8%	42.6%	30.6%	9.3%	2.8%
Main, Public, 67+ hours per week (92) 3.47	9.8%	43.5%	34.8%	7.6%	4.3%

11. I have the flexibility and authority to quickly address customer needs.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (656) 3.71	17.7%	45.4%	29%	6.4%	1.5%
Branch, 44 hours per week (66) 3.8	18.2%	53%	21.2%	6.1%	1.5%
Branch, 48-52 hours per week (150) 3.64	16.7%	42.7%	30.7%	8%	2%
Branch, 60 hours per week (128) 3.8	18.8%	46.1%	32%	3.1%	0%
Main, Administrative Offices, 40+ hours per week (29) 3.79	24.1%	41.4%	24.1%	10.3%	0%
Main, Non-Public/Support, 40-67 hours per week (95) 3.73	14.7%	50.5%	28.4%	5.3%	1.1%
Main, Public, 67+ hours per week (94) 3.71	20.2%	39.4%	33%	6.4%	1.1%

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12. I am paid fairly for my work.

Your Overall (677) 3.25	11.4%	38%	24.1%	17.1%	9.5%
Branch, 44 hours per week (66) 3.27	12.1%	33.3%	30.3%	18.2%	6.1%
Branch, 48-52 hours per week (150) 3.29	9.3%	43.3%	22%	17.3%	8%
Branch, 60 hours per week (128) 3.39	15.6%	39.1%	23.4%	12.5%	9.4%
Main, Administrative Offices, 40+ hours per week (31) 3.52	22.6%	41.9%	12.9%	9.7%	12.9%
Main, Non-Public/Support, 40-67 hours per week (109) 3.08	6.4%	36.7%	25.7%	21.1%	10.1%
Main, Public, 67+ hours per week (93) 3.23	10.8%	37.6%	25.8%	15.1%	10.8%

13. My supervisor makes his/her expectations clear.

Your Overall (679) 4.04	36.1%	40.1%	17.2%	4.9%	1.8%
Branch, 44 hours per week (66) 3.76	25.8%	36.4%	27.3%	9.1%	1.5%
Branch, 48-52 hours per week (150) 4.05	36%	40%	18%	4.7%	1.3%
Branch, 60 hours per week (128) 4.27	48.4%	36.7%	10.2%	3.1%	1.6%
Main, Administrative Offices, 40+ hours per week (32) 3.81	21.9%	50%	18.8%	6.3%	3.1%
Main, Non-Public/Support, 40-67 hours per week (109) 4.04	32.1%	45%	18.3%	3.7%	0.9%
Main, Public, 67+ hours per week (94) 3.96	34%	41.5%	14.9%	5.3%	4.3%

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14. I trust my supervisor enough to follow him/her, even when I disagree with his/her decisions.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (674) 4.08	37.1%	41.7%	15.6%	3.6%	2.1%
Branch, 44 hours per week (66) 3.97	30.3%	42.4%	21.2%	6.1%	0%
Branch, 48-52 hours per week (150) 4.06	36%	41.3%	18%	2%	2.7%
Branch, 60 hours per week (127) 4.17	44.1%	35.4%	15%	3.9%	1.6%
Main, Administrative Offices, 40+ hours per week (31) 4.16	38.7%	45.2%	12.9%	0%	3.2%
Main, Non-Public/Support, 40-67 hours per week (109) 4.09	32.1%	51.4%	11%	4.6%	0.9%
Main, Public, 67+ hours per week (94) 4.07	36.2%	45.7%	11.7%	2.1%	4.3%

15. My supervisor actively solicits my suggestions and ideas.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (670) 3.98	36%	37.2%	18.4%	6.3%	2.2%
Branch, 44 hours per week (66) 4.08	37.9%	39.4%	16.7%	4.5%	1.5%
Branch, 48-52 hours per week (149) 4.1	38.3%	40.9%	15.4%	3.4%	2%
Branch, 60 hours per week (127) 4.06	41.7%	33.9%	14.2%	8.7%	1.6%
Main, Administrative Offices, 40+ hours per week (30) 3.9	23.3%	43.3%	33.3%	0%	0%
Main, Non-Public/Support, 40-67 hours per week (109) 3.92	26.6%	45.9%	21.1%	5.5%	0.9%
Main, Public, 67+ hours per week (93) 3.9	34.4%	34.4%	21.5%	6.5%	3.2%

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Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
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16. My supervisor keeps his/her promises.

Your Overall (658) 4.17	39.2%	45%	10.9%	2.9%	2%
Branch, 44 hours per week (64) 4.06	34.4%	45.3%	15.6%	1.6%	3.1%
Branch, 48-52 hours per week (147) 4.26	42.9%	45.6%	8.2%	1.4%	2%
Branch, 60 hours per week (126) 4.29	45.2%	44.4%	4.8%	4.8%	0.8%
Main, Administrative Offices, 40+ hours per week (30) 4.1	30%	53.3%	13.3%	3.3%	0%
Main, Non-Public/Support, 40-67 hours per week (108) 4.08	31.5%	51.9%	12%	2.8%	1.9%
Main, Public, 67+ hours per week (91) 4.04	37.4%	39.6%	16.5%	3.3%	3.3%

17. I receive feedback from my supervisor that helps me.

Your Overall (674) 3.97	34.9%	37.7%	19.7%	4.9%	2.8%
Branch, 44 hours per week (66) 3.94	34.8%	33.3%	22.7%	9.1%	0%
Branch, 48-52 hours per week (149) 3.97	32.9%	38.3%	23.5%	3.4%	2%
Branch, 60 hours per week (128) 4.02	39.8%	35.2%	15.6%	6.3%	3.1%
Main, Administrative Offices, 40+ hours per week (31) 3.68	22.6%	35.5%	32.3%	6.5%	3.2%
Main, Non-Public/Support, 40-67 hours per week (108) 4.02	30.6%	48.1%	15.7%	3.7%	1.9%
Main, Public, 67+ hours per week (94) 3.91	36.2%	35.1%	18.1%	5.3%	5.3%

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18. My supervisor takes an active interest in helping me advance my career.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (654) 3.78	30.1%	35%	21.3%	9.9%	3.7%
Branch, 44 hours per week (65) 3.68	24.6%	35.4%	26.2%	10.8%	3.1%
Branch, 48-52 hours per week (145) 3.82	26.9%	39.3%	25.5%	5.5%	2.8%
Branch, 60 hours per week (121) 3.93	38.8%	32.2%	13.2%	14%	1.7%
Main, Administrative Offices, 40+ hours per week (31) 3.55	19.4%	45.2%	19.4%	3.2%	12.9%
Main, Non-Public/Support, 40-67 hours per week (107) 3.71	22.4%	42.1%	22.4%	10.3%	2.8%
Main, Public, 67+ hours per week (93) 3.75	35.5%	25.8%	21.5%	12.9%	4.3%

19. I believe what I am told by my supervisor.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (676) 4.15	42.3%	38.2%	14.1%	3.1%	2.4%
Branch, 44 hours per week (66) 4.02	34.8%	37.9%	21.2%	6.1%	0%
Branch, 48-52 hours per week (150) 4.24	42.7%	44.7%	8.7%	2%	2%
Branch, 60 hours per week (128) 4.19	46.9%	35.2%	10.9%	3.9%	3.1%
Main, Administrative Offices, 40+ hours per week (31) 4.1	35.5%	45.2%	16.1%	0%	3.2%
Main, Non-Public/Support, 40-67 hours per week (108) 4.14	39.8%	40.7%	14.8%	2.8%	1.9%
Main, Public, 67+ hours per week (93) 4.05	39.8%	34.4%	20.4%	2.2%	3.2%

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20. My supervisor supports my efforts to balance my work and personal life.

Response	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (670) 4.29	49%	36.6%	10.3%	2.8%	1.3%
Branch, 44 hours per week (65) 4.17	40%	43.1%	10.8%	6.2%	0%
Branch, 48-52 hours per week (148) 4.28	49.3%	34.5%	12.8%	2%	1.4%
Branch, 60 hours per week (127) 4.4	55.1%	33.1%	9.4%	1.6%	0.8%
Main, Administrative Offices, 40+ hours per week (30) 4.27	36.7%	53.3%	10%	0%	0%
Main, Non-Public/Support, 40-67 hours per week (109) 4.3	46.8%	41.3%	8.3%	2.8%	0.9%
Main, Public, 67+ hours per week (92) 4.24	51.1%	32.6%	8.7%	4.3%	3.3%

21. I have a good relationship with my supervisor.

Response	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (674) 4.27	44.5%	42.1%	9.9%	2.2%	1.2%
Branch, 44 hours per week (66) 4.12	34.8%	43.9%	19.7%	1.5%	0%
Branch, 48-52 hours per week (149) 4.28	42.3%	46.3%	9.4%	0.7%	1.3%
Branch, 60 hours per week (128) 4.37	51.6%	38.3%	7%	1.6%	1.6%
Main, Administrative Offices, 40+ hours per week (31) 4.19	35.5%	51.6%	9.7%	3.2%	0%
Main, Non-Public/Support, 40-67 hours per week (109) 4.24	40.4%	46.8%	9.2%	3.7%	0%
Main, Public, 67+ hours per week (94) 4.22	44.7%	41.5%	8.5%	2.1%	3.2%

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22. My supervisor regularly models our organization's values.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (672) 4.18	39.7%	45.2%	10.7%	2.2%	2.1%
Branch, 44 hours per week (66) 4.11	31.8%	53%	9.1%	6.1%	0%
Branch, 48-52 hours per week (150) 4.21	38%	50%	8.7%	2%	1.3%
Branch, 60 hours per week (127) 4.28	46.5%	39.4%	11.8%	0%	2.4%
Main, Administrative Offices, 40+ hours per week (31) 4.16	38.7%	45.2%	9.7%	6.5%	0%
Main, Non-Public/Support, 40-67 hours per week (109) 4.17	31.2%	58.7%	7.3%	1.8%	0.9%
Main, Public, 67+ hours per week (93) 4.08	38.7%	41.9%	12.9%	1.1%	5.4%

23. When I offer a new idea, I believe it will be fully considered.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (672) 3.63	21.3%	37.9%	27.4%	9.1%	4.3%
Branch, 44 hours per week (65) 3.62	20%	38.5%	29.2%	7.7%	4.6%
Branch, 48-52 hours per week (150) 3.67	27.3%	29.3%	29.3%	11.3%	2.7%
Branch, 60 hours per week (128) 3.65	22.7%	42.2%	20.3%	7%	7.8%
Main, Administrative Offices, 40+ hours per week (32) 3.78	15.6%	56.3%	21.9%	3.1%	3.1%
Main, Non-Public/Support, 40-67 hours per week (109) 3.71	17.4%	45%	29.4%	7.3%	0.9%
Main, Public, 67+ hours per week (94) 3.53	18.1%	34%	34%	10.6%	3.2%

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Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
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24. I am comfortable expressing my opinions on issues important to me.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (673) 3.63	23.5%	37.4%	22.7%	10.8%	5.5%
Branch, 44 hours per week (66) 3.48	22.7%	30.3%	25.8%	15.2%	6.1%
Branch, 48-52 hours per week (149) 3.68	27.5%	37.6%	18.8%	8.1%	8.1%
Branch, 60 hours per week (128) 3.67	26.6%	35.2%	22.7%	10.2%	5.5%
Main, Administrative Offices, 40+ hours per week (32) 3.66	25%	31.3%	31.3%	9.4%	3.1%
Main, Non-Public/Support, 40-67 hours per week (109) 3.73	22%	42.2%	24.8%	9.2%	1.8%
Main, Public, 67+ hours per week (94) 3.57	14.9%	42.6%	30.9%	8.5%	3.2%

25. Changes that affect me are discussed prior to being implemented.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (673) 3.07	14.6%	23.3%	30.6%	17.7%	13.8%
Branch, 44 hours per week (66) 3.27	19.7%	19.7%	33.3%	22.7%	4.5%
Branch, 48-52 hours per week (149) 2.99	16.8%	22.8%	20.8%	22.1%	17.4%
Branch, 60 hours per week (128) 3.16	14.8%	26.6%	33.6%	10.2%	14.8%
Main, Administrative Offices, 40+ hours per week (32) 3.53	18.8%	37.5%	28.1%	9.4%	6.3%
Main, Non-Public/Support, 40-67 hours per week (109) 3.15	11%	26.6%	35.8%	19.3%	7.3%
Main, Public, 67+ hours per week (94) 2.83	9.6%	17%	36.2%	21.3%	16%

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Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
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26. In my workgroup, we communicate openly about issues that impact each other's work.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (667) 3.78	25%	41.5%	23.5%	6.3%	3.6%
Branch, 44 hours per week (66) 3.74	25.8%	36.4%	27.3%	7.6%	3%
Branch, 48-52 hours per week (149) 3.86	26.8%	45.6%	16.8%	8.1%	2.7%
Branch, 60 hours per week (127) 3.68	21.3%	42.5%	24.4%	6.3%	5.5%
Main, Administrative Offices, 40+ hours per week (32) 3.78	25%	40.6%	25%	6.3%	3.1%
Main, Non-Public/Support, 40-67 hours per week (109) 3.75	19.3%	47.7%	24.8%	5.5%	2.8%
Main, Public, 67+ hours per week (92) 3.9	30.4%	40.2%	21.7%	4.3%	3.3%

27. Issues of low performance are addressed in my workgroup.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (625) 3.29	11.8%	35.5%	29.1%	16.8%	6.7%
Branch, 44 hours per week (63) 3.19	9.5%	36.5%	28.6%	14.3%	11.1%
Branch, 48-52 hours per week (141) 3.33	11.3%	36.9%	31.2%	14.9%	5.7%
Branch, 60 hours per week (118) 3.33	13.6%	37.3%	26.3%	14.4%	8.5%
Main, Administrative Offices, 40+ hours per week (30) 3.63	20%	46.7%	16.7%	10%	6.7%
Main, Non-Public/Support, 40-67 hours per week (100) 3.25	8%	38%	30%	19%	5%
Main, Public, 67+ hours per week (88) 3.28	13.6%	30.7%	33%	15.9%	6.8%

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Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
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28. Promotions in my workgroup are based on a person's ability.

Your Overall (579)	3.52	15%	42.8%	27.3%	9%	5.9%
Branch, 44 hours per week (57)	3.49	8.8%	49.1%	28.1%	10.5%	3.5%
Branch, 48-52 hours per week (133)	3.48	12.8%	42.1%	31.6%	7.5%	6%
Branch, 60 hours per week (107)	3.63	15%	49.5%	25.2%	3.7%	6.5%
Main, Administrative Offices, 40+ hours per week (29)	3.93	31%	44.8%	17.2%	0%	6.9%
Main, Non-Public/Support, 40-67 hours per week (91)	3.38	12.1%	37.4%	31.9%	14.3%	4.4%
Main, Public, 67+ hours per week (82)	3.59	22%	39%	22%	9.8%	7.3%

29. In my workgroup, we have opportunities to contribute to important decisions.

Your Overall (669)	3.43	17.5%	33.9%	29.6%	12.6%	6.4%
Branch, 44 hours per week (66)	3.41	13.6%	39.4%	24.2%	19.7%	3%
Branch, 48-52 hours per week (149)	3.56	18.8%	36.9%	30.9%	8.1%	5.4%
Branch, 60 hours per week (126)	3.52	19%	38.1%	27%	7.1%	8.7%
Main, Administrative Offices, 40+ hours per week (32)	3.72	28.1%	28.1%	34.4%	6.3%	3.1%
Main, Non-Public/Support, 40-67 hours per week (109)	3.3	12.8%	31.2%	32.1%	21.1%	2.8%
Main, Public, 67+ hours per week (94)	3.22	17%	25.5%	33%	11.7%	12.8%

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Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
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30. My workgroup constantly looks for ways to achieve better results.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (670) 3.95	28.7%	45.2%	20.1%	4.6%	1.3%
Branch, 44 hours per week (66) 3.92	24.2%	51.5%	16.7%	7.6%	0%
Branch, 48-52 hours per week (148) 3.94	28.4%	44.6%	21.6%	3.4%	2%
Branch, 60 hours per week (127) 3.99	33.9%	38.6%	22%	3.9%	1.6%
Main, Administrative Offices, 40+ hours per week (32) 4	34.4%	43.8%	12.5%	6.3%	3.1%
Main, Non-Public/Support, 40-67 hours per week (109) 3.95	26.6%	46.8%	22%	4.6%	0%
Main, Public, 67+ hours per week (93) 3.9	26.9%	47.3%	17.2%	6.5%	2.2%

31. In my workgroup, we actively seek to understand customer needs.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (658) 4.24	40%	46.7%	10.8%	2.1%	0.5%
Branch, 44 hours per week (66) 4.29	40.9%	48.5%	9.1%	1.5%	0%
Branch, 48-52 hours per week (150) 4.31	46%	42%	10%	1.3%	0.7%
Branch, 60 hours per week (128) 4.33	47.7%	39.8%	10.9%	0.8%	0.8%
Main, Administrative Offices, 40+ hours per week (30) 4.03	30%	53.3%	10%	3.3%	3.3%
Main, Non-Public/Support, 40-67 hours per week (101) 4.12	30.7%	53.5%	12.9%	3%	0%
Main, Public, 67+ hours per week (93) 4.22	34.4%	53.8%	10.8%	1.1%	0%

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Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
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32. In my workgroup, we adapt quickly to changing circumstances.

Response	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (670) 4.22	42.1%	41.6%	13.1%	2.4%	0.7%
Branch, 44 hours per week (66) 4.15	33.3%	50%	15.2%	1.5%	0%
Branch, 48-52 hours per week (150) 4.21	41.3%	45.3%	8.7%	2.7%	2%
Branch, 60 hours per week (128) 4.23	46.9%	34.4%	14.8%	3.1%	0.8%
Main, Administrative Offices, 40+ hours per week (32) 4.06	34.4%	50%	6.3%	6.3%	3.1%
Main, Non-Public/Support, 40-67 hours per week (109) 4.25	44%	38.5%	15.6%	1.8%	0%
Main, Public, 67+ hours per week (94) 4.29	43.6%	43.6%	10.6%	2.1%	0%

33. My work environment is fair for everyone.

Response	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (673) 3.66	24.8%	36.3%	24.7%	8.8%	5.5%
Branch, 44 hours per week (66) 3.67	22.7%	40.9%	22.7%	7.6%	6.1%
Branch, 48-52 hours per week (150) 3.71	24%	40%	23.3%	8.7%	4%
Branch, 60 hours per week (128) 3.73	28.9%	30.5%	29.7%	6.3%	4.7%
Main, Administrative Offices, 40+ hours per week (32) 3.84	31.3%	40.6%	15.6%	6.3%	6.3%
Main, Non-Public/Support, 40-67 hours per week (109) 3.62	19.3%	45%	19.3%	11.9%	4.6%
Main, Public, 67+ hours per week (94) 3.62	24.5%	35.1%	24.5%	9.6%	6.4%

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Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
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34. In my workgroup, we genuinely care about each other.

Your Overall (670) 4.13	39.3%	38.8%	18.7%	2.5%	0.7%
Branch, 44 hours per week (66) 4.06	37.9%	36.4%	21.2%	3%	1.5%
Branch, 48-52 hours per week (150) 4.16	43.3%	34.7%	17.3%	4%	0.7%
Branch, 60 hours per week (128) 4.21	45.3%	33.6%	18.8%	1.6%	0.8%
Main, Administrative Offices, 40+ hours per week (31) 3.94	25.8%	54.8%	9.7%	6.5%	3.2%
Main, Non-Public/Support, 40-67 hours per week (109) 3.99	25.7%	50.5%	22%	0.9%	0.9%
Main, Public, 67+ hours per week (94) 4.26	43.6%	40.4%	13.8%	2.1%	0%

35. People in my workgroup work well together.

Your Overall (671) 4.14	37.9%	41.9%	17%	2.7%	0.6%
Branch, 44 hours per week (66) 4	28.8%	45.5%	24.2%	0%	1.5%
Branch, 48-52 hours per week (150) 4.17	39.3%	43.3%	12.7%	4.7%	0%
Branch, 60 hours per week (128) 4.2	43.8%	34.4%	20.3%	0.8%	0.8%
Main, Administrative Offices, 40+ hours per week (32) 3.88	28.1%	43.8%	18.8%	6.3%	3.1%
Main, Non-Public/Support, 40-67 hours per week (109) 4.06	30.3%	47.7%	19.3%	2.8%	0%
Main, Public, 67+ hours per week (94) 4.23	41.5%	45.7%	8.5%	3.2%	1.1%

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Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
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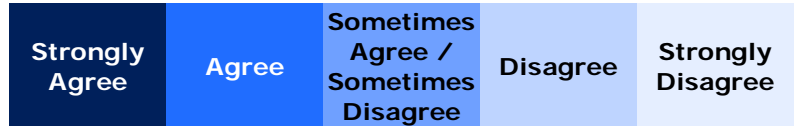
36. There's a sense that we're all on the same team in this organization.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (673) 3.38	22.4%	26.7%	27.2%	13.4%	10.3%
Branch, 44 hours per week (66) 3.45	21.2%	27.3%	33.3%	12.1%	6.1%
Branch, 48-52 hours per week (150) 3.36	22%	26%	26%	18%	8%
Branch, 60 hours per week (128) 3.52	27.3%	28.9%	22.7%	10.2%	10.9%
Main, Administrative Offices, 40+ hours per week (32) 3.28	9.4%	34.4%	40.6%	6.3%	9.4%
Main, Non-Public/Support, 40-67 hours per week (109) 3.4	19.3%	32.1%	28.4%	10.1%	10.1%
Main, Public, 67+ hours per week (94) 3.19	20.2%	21.3%	28.7%	17%	12.8%

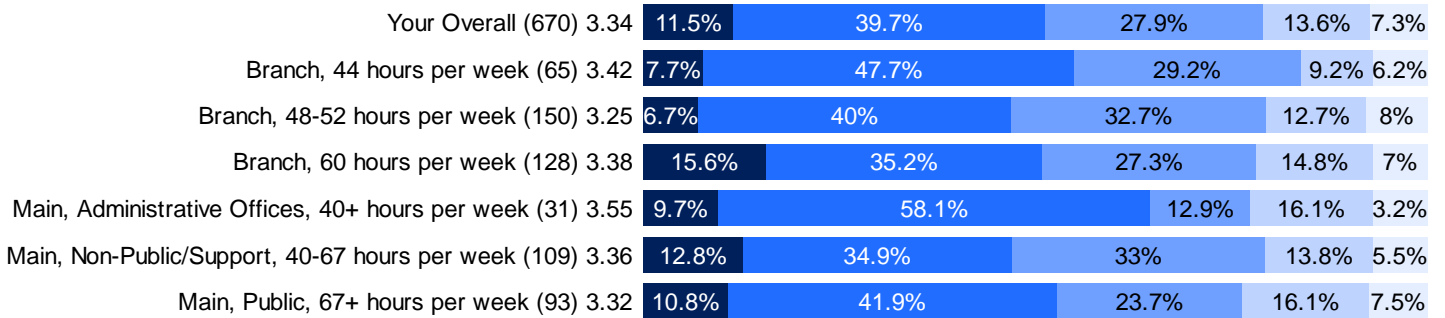
37. Our orientation program prepares new employees to be effective.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (645) 3.36	10.1%	39.7%	30.4%	16.1%	3.7%
Branch, 44 hours per week (64) 3.08	4.7%	32.8%	32.8%	25%	4.7%
Branch, 48-52 hours per week (148) 3.28	9.5%	34.5%	35.1%	16.9%	4.1%
Branch, 60 hours per week (127) 3.42	11.8%	40.2%	29.9%	14.2%	3.9%
Main, Administrative Offices, 40+ hours per week (31) 3.55	12.9%	48.4%	22.6%	12.9%	3.2%
Main, Non-Public/Support, 40-67 hours per week (100) 3.43	8%	49%	24%	16%	3%
Main, Public, 67+ hours per week (91) 3.48	13.2%	38.5%	34.1%	12.1%	2.2%

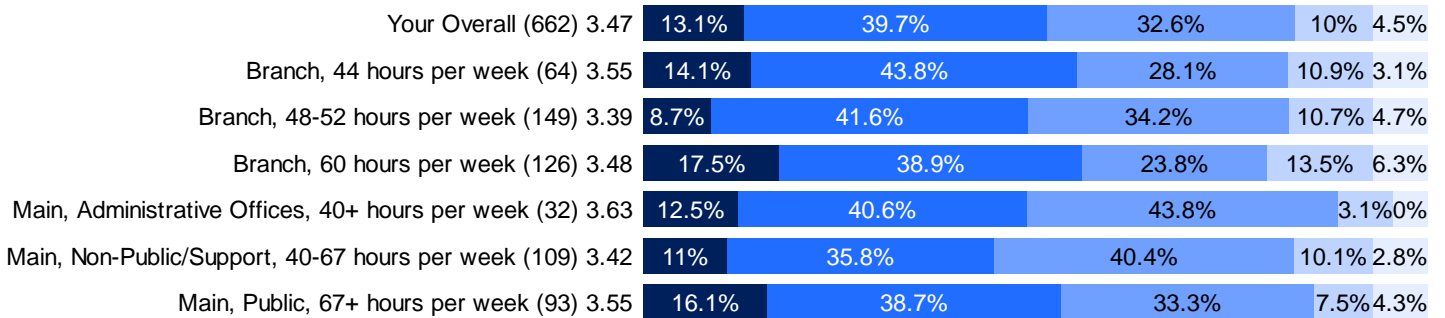
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38. Our review process accurately measures my job performance.



39. I can count on people to cooperate across departments.



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Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
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40. Our organization's policies and practices ensure fair treatment for all employees.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (672) 3.38	15.6%	34.2%	29.5%	14%	6.7%
Branch, 44 hours per week (66) 3.32	12.1%	37.9%	27.3%	15.2%	7.6%
Branch, 48-52 hours per week (149) 3.25	11.4%	32.9%	32.9%	14.8%	8.1%
Branch, 60 hours per week (128) 3.5	21.9%	30.5%	29.7%	11.7%	6.3%
Main, Administrative Offices, 40+ hours per week (32) 3.75	28.1%	37.5%	21.9%	6.3%	6.3%
Main, Non-Public/Support, 40-67 hours per week (109) 3.49	13.8%	40.4%	28.4%	15.6%	1.8%
Main, Public, 67+ hours per week (94) 3.32	16%	30.9%	31.9%	11.7%	9.6%

41. I am proud to be a part of this organization.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (670) 4.13	38.2%	40.1%	18.5%	2.4%	0.7%
Branch, 44 hours per week (66) 4.2	43.9%	34.8%	18.2%	3%	0%
Branch, 48-52 hours per week (150) 3.99	28.7%	46.7%	20%	4%	0.7%
Branch, 60 hours per week (128) 4.23	46.9%	31.3%	20.3%	0.8%	0.8%
Main, Administrative Offices, 40+ hours per week (32) 4.5	56.3%	37.5%	6.3%	0%	0%
Main, Non-Public/Support, 40-67 hours per week (109) 4.13	34.9%	47.7%	13.8%	2.8%	0.9%
Main, Public, 67+ hours per week (94) 4.11	38.3%	40.4%	17%	2.1%	2.1%

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Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
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42. Senior leadership provides a clear direction for this organization's future.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (668) 3.08	9.6%	27.8%	34.6%	16.8%	11.2%
Branch, 44 hours per week (66) 3.24	12.1%	28.8%	39.4%	10.6%	9.1%
Branch, 48-52 hours per week (150) 2.89	8%	24%	34%	16.7%	17.3%
Branch, 60 hours per week (127) 3.22	13.4%	30.7%	28.3%	19.7%	7.9%
Main, Administrative Offices, 40+ hours per week (32) 3.72	21.9%	40.6%	28.1%	6.3%	3.1%
Main, Non-Public/Support, 40-67 hours per week (109) 3.14	7.3%	29.4%	41.3%	13.8%	8.3%
Main, Public, 67+ hours per week (94) 2.89	4.3%	24.5%	40.4%	18.1%	12.8%

43. Our senior leadership has the capabilities necessary for us to be successful.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (663) 3.26	11.9%	32.3%	35.3%	11.2%	9.4%
Branch, 44 hours per week (64) 3.28	12.5%	31.3%	37.5%	9.4%	9.4%
Branch, 48-52 hours per week (148) 3.14	10.8%	30.4%	33.1%	12.8%	12.8%
Branch, 60 hours per week (127) 3.39	15.7%	35.4%	29.1%	11%	8.7%
Main, Administrative Offices, 40+ hours per week (32) 3.72	31.3%	31.3%	25%	3.1%	9.4%
Main, Non-Public/Support, 40-67 hours per week (109) 3.38	8.3%	41.3%	34.9%	11%	4.6%
Main, Public, 67+ hours per week (94) 3.07	8.5%	26.6%	39.4%	14.9%	10.6%

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Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
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44. Senior leadership communicates openly about important matters.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (666) 2.79	8.7%	20.6%	31.1%	20.1%	19.5%
Branch, 44 hours per week (66) 2.85	7.6%	22.7%	31.8%	22.7%	15.2%
Branch, 48-52 hours per week (149) 2.68	9.4%	20.1%	25.5%	19.5%	25.5%
Branch, 60 hours per week (126) 2.9	10.3%	25.4%	27%	18.3%	19%
Main, Administrative Offices, 40+ hours per week (32) 3.53	15.6%	34.4%	43.8%	0%	6.3%
Main, Non-Public/Support, 40-67 hours per week (109) 2.97	5.5%	25.7%	38.5%	21.1%	9.2%
Main, Public, 67+ hours per week (94) 2.51	6.4%	10.6%	35.1%	23.4%	24.5%

45. Senior leadership shows a genuine interest in the well-being of employees.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (667) 2.8	8.2%	20.5%	33.3%	19%	18.9%
Branch, 44 hours per week (66) 2.71	6.1%	18.2%	36.4%	19.7%	19.7%
Branch, 48-52 hours per week (149) 2.71	7.4%	20.8%	28.9%	21.5%	21.5%
Branch, 60 hours per week (127) 2.97	12.6%	19.7%	35.4%	16.5%	15.7%
Main, Administrative Offices, 40+ hours per week (32) 3.56	15.6%	40.6%	31.3%	9.4%	3.1%
Main, Non-Public/Support, 40-67 hours per week (108) 2.99	4.6%	26.9%	41.7%	16.7%	10.2%
Main, Public, 67+ hours per week (94) 2.54	4.3%	17%	31.9%	22.3%	24.5%

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Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
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46. Our organization's policies give me the flexibility to manage my personal life.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (665) 3.76	19.4%	47.2%	26%	4.5%	2.9%
Branch, 44 hours per week (66) 3.67	15.2%	48.5%	28.8%	3%	4.5%
Branch, 48-52 hours per week (148) 3.64	13.5%	50%	27%	6.1%	3.4%
Branch, 60 hours per week (127) 3.85	24.4%	41.7%	30.7%	0.8%	2.4%
Main, Administrative Offices, 40+ hours per week (32) 4.09	31.3%	50%	15.6%	3.1%	0%
Main, Non-Public/Support, 40-67 hours per week (109) 3.78	21.1%	46.8%	22.9%	7.3%	1.8%
Main, Public, 67+ hours per week (93) 3.77	17.2%	49.5%	28%	4.3%	1.1%

47. Our recognition and rewards programs are meaningful to me.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (648) 2.83	6.2%	23.3%	32.1%	24.7%	13.7%
Branch, 44 hours per week (66) 3.11	9.1%	27.3%	36.4%	19.7%	7.6%
Branch, 48-52 hours per week (145) 2.66	2.8%	22.8%	29.7%	27.6%	17.2%
Branch, 60 hours per week (120) 2.82	8.3%	19.2%	35%	20.8%	16.7%
Main, Administrative Offices, 40+ hours per week (29) 3.24	6.9%	34.5%	37.9%	17.2%	3.4%
Main, Non-Public/Support, 40-67 hours per week (107) 2.98	5.6%	28%	32.7%	26.2%	7.5%
Main, Public, 67+ hours per week (93) 2.81	6.5%	20.4%	34.4%	24.7%	14%

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Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
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48. Our organization's benefits meet my needs.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (612) 3.35	10.3%	41.8%	28.1%	11.8%	8%
Branch, 44 hours per week (60) 3.3	8.3%	40%	33.3%	10%	8.3%
Branch, 48-52 hours per week (130) 3.25	6.9%	40.8%	32.3%	10%	10%
Branch, 60 hours per week (114) 3.38	11.4%	42.1%	26.3%	13.2%	7%
Main, Administrative Offices, 40+ hours per week (32) 3.72	25%	37.5%	28.1%	3.1%	6.3%
Main, Non-Public/Support, 40-67 hours per week (106) 3.52	10.4%	50.9%	25.5%	6.6%	6.6%
Main, Public, 67+ hours per week (85) 3.32	7.1%	45.9%	23.5%	18.8%	4.7%

49. Senior leadership keeps their promises.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (620) 3.05	7.7%	25.2%	42.1%	14.2%	10.8%
Branch, 44 hours per week (64) 2.94	3.1%	31.3%	37.5%	12.5%	15.6%
Branch, 48-52 hours per week (143) 3.03	7%	23.8%	44.1%	15.4%	9.8%
Branch, 60 hours per week (121) 3.15	11.6%	29.8%	30.6%	18.2%	9.9%
Main, Administrative Offices, 40+ hours per week (29) 3.55	17.2%	34.5%	37.9%	6.9%	3.4%
Main, Non-Public/Support, 40-67 hours per week (104) 3.18	5.8%	29.8%	49%	7.7%	7.7%
Main, Public, 67+ hours per week (84) 2.83	6%	15.5%	47.6%	17.9%	13.1%

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Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
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50. I trust senior leadership enough to follow them, even when I disagree with their decisions.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (654) 3.09	10.2%	28.3%	33.6%	15.6%	12.2%
Branch, 44 hours per week (63) 3.13	11.1%	27%	34.9%	17.5%	9.5%
Branch, 48-52 hours per week (147) 2.98	8.2%	29.9%	30.6%	14.3%	17%
Branch, 60 hours per week (126) 3.13	15.1%	26.2%	29.4%	15.9%	13.5%
Main, Administrative Offices, 40+ hours per week (32) 3.81	21.9%	40.6%	34.4%	3.1%	0%
Main, Non-Public/Support, 40-67 hours per week (107) 3.24	7.5%	37.4%	33.6%	15%	6.5%
Main, Public, 67+ hours per week (94) 2.82	5.3%	18.1%	43.6%	19.1%	13.8%

51. Senior leadership regularly models our organization's values.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (654) 3.17	10.1%	29.8%	36.4%	14.5%	9.2%
Branch, 44 hours per week (64) 3.17	9.4%	31.3%	37.5%	10.9%	10.9%
Branch, 48-52 hours per week (148) 3.09	8.8%	27.7%	37.8%	14.9%	10.8%
Branch, 60 hours per week (126) 3.4	15.1%	34.9%	31%	13.5%	5.6%
Main, Administrative Offices, 40+ hours per week (32) 3.47	9.4%	50%	25%	9.4%	6.3%
Main, Non-Public/Support, 40-67 hours per week (108) 3.26	11.1%	29.6%	38%	16.7%	4.6%
Main, Public, 67+ hours per week (90) 2.96	5.6%	25.6%	38.9%	18.9%	11.1%

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Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
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52. I believe what I am told by senior leadership.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (662) 3.1	11%	25.7%	37.3%	14.7%	11.3%
Branch, 44 hours per week (63) 3.06	11.1%	22.2%	41.3%	12.7%	12.7%
Branch, 48-52 hours per week (148) 3.07	10.8%	27.7%	32.4%	16.2%	12.8%
Branch, 60 hours per week (128) 3.16	14.8%	25.8%	32%	15.6%	11.7%
Main, Administrative Offices, 40+ hours per week (32) 3.69	18.8%	43.8%	28.1%	6.3%	3.1%
Main, Non-Public/Support, 40-67 hours per week (109) 3.29	10.1%	29.4%	45%	11%	4.6%
Main, Public, 67+ hours per week (93) 2.84	6.5%	18.3%	43%	17.2%	15.1%

53. In this organization, we discuss and debate issues respectfully to get better results.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (655) 2.71	6.9%	19.1%	30.1%	26%	18%
Branch, 44 hours per week (65) 2.63	4.6%	13.8%	36.9%	29.2%	15.4%
Branch, 48-52 hours per week (146) 2.65	5.5%	20.5%	25.3%	30.8%	17.8%
Branch, 60 hours per week (125) 2.82	12%	19.2%	28%	20%	20.8%
Main, Administrative Offices, 40+ hours per week (32) 3.06	9.4%	18.8%	46.9%	18.8%	6.3%
Main, Non-Public/Support, 40-67 hours per week (106) 2.93	5.7%	24.5%	36.8%	23.6%	9.4%
Main, Public, 67+ hours per week (93) 2.6	5.4%	18.3%	26.9%	30.1%	19.4%

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Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
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54. I would recommend our products/services to my family and friends.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (669) 4.5	59%	33.6%	6.3%	0.7%	0.3%
Branch, 44 hours per week (66) 4.59	62.1%	34.8%	3%	0%	0%
Branch, 48-52 hours per week (150) 4.45	56.7%	34.7%	6.7%	1.3%	0.7%
Branch, 60 hours per week (128) 4.64	68%	28.9%	2.3%	0.8%	0%
Main, Administrative Offices, 40+ hours per week (32) 4.56	59.4%	37.5%	3.1%	0%	0%
Main, Non-Public/Support, 40-67 hours per week (108) 4.39	50.9%	38%	10.2%	0.9%	0%
Main, Public, 67+ hours per week (93) 4.55	64.5%	26.9%	7.5%	1.1%	0%

55. In this organization, people are supportive of different personalities and backgrounds.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (670) 4.01	31.6%	44.5%	18.5%	4%	1.3%
Branch, 44 hours per week (66) 3.86	30.3%	37.9%	22.7%	6.1%	3%
Branch, 48-52 hours per week (150) 3.94	30.7%	41.3%	21.3%	4.7%	2%
Branch, 60 hours per week (128) 4.11	37.5%	43.8%	12.5%	4.7%	1.6%
Main, Administrative Offices, 40+ hours per week (32) 3.97	28.1%	53.1%	9.4%	6.3%	3.1%
Main, Non-Public/Support, 40-67 hours per week (109) 4.09	33.9%	44%	20.2%	0.9%	0.9%
Main, Public, 67+ hours per week (93) 4.12	34.4%	45.2%	18.3%	2.2%	0%

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Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
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56. We learn from our mistakes in this organization.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (663) 3.08	12.1%	25.8%	32.9%	16.4%	12.8%
Branch, 44 hours per week (66) 3.08	12.1%	25.8%	34.8%	12.1%	15.2%
Branch, 48-52 hours per week (147) 2.97	8.2%	28.6%	32.7%	13.6%	17%
Branch, 60 hours per week (128) 3.2	18.8%	25.8%	24.2%	18.8%	12.5%
Main, Administrative Offices, 40+ hours per week (32) 3.34	9.4%	34.4%	40.6%	12.5%	3.1%
Main, Non-Public/Support, 40-67 hours per week (108) 3.2	12%	25.9%	39.8%	14.8%	7.4%
Main, Public, 67+ hours per week (94) 2.95	10.6%	20.2%	35.1%	21.3%	12.8%

57. In this organization, how well you do your job is more important than who you know.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (661) 3.08	11%	27.7%	31.6%	17.7%	12%
Branch, 44 hours per week (65) 3.11	12.3%	30.8%	26.2%	16.9%	13.8%
Branch, 48-52 hours per week (145) 3.01	9.7%	26.2%	33.8%	16.6%	13.8%
Branch, 60 hours per week (126) 3.22	12.7%	30.2%	32.5%	15.9%	8.7%
Main, Administrative Offices, 40+ hours per week (32) 3.53	25%	40.6%	12.5%	6.3%	15.6%
Main, Non-Public/Support, 40-67 hours per week (109) 3.16	6.4%	33%	35.8%	19.3%	5.5%
Main, Public, 67+ hours per week (93) 2.96	10.8%	22.6%	30.1%	24.7%	11.8%

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Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
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58. We celebrate our successes in this organization.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (663) 3.73	18.1%	48%	24.9%	6.9%	2.1%
Branch, 44 hours per week (64) 3.89	25%	46.9%	23.4%	1.6%	3.1%
Branch, 48-52 hours per week (149) 3.65	14.1%	48.3%	28.2%	7.4%	2%
Branch, 60 hours per week (125) 3.81	26.4%	40.8%	23.2%	6.4%	3.2%
Main, Administrative Offices, 40+ hours per week (32) 3.56	15.6%	46.9%	21.9%	9.4%	6.3%
Main, Non-Public/Support, 40-67 hours per week (109) 3.75	13.8%	54.1%	25.7%	6.4%	0%
Main, Public, 67+ hours per week (92) 3.73	15.2%	51.1%	27.2%	4.3%	2.2%

59. I would recommend working here to my family and friends.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (666) 3.7	24.5%	35%	29.6%	7.5%	3.5%
Branch, 44 hours per week (64) 3.78	26.6%	34.4%	29.7%	9.4%	0%
Branch, 48-52 hours per week (150) 3.61	18%	41.3%	28.7%	8%	4%
Branch, 60 hours per week (127) 3.83	37%	24.4%	26.8%	7.9%	3.9%
Main, Administrative Offices, 40+ hours per week (32) 3.81	28.1%	40.6%	21.9%	3.1%	6.3%
Main, Non-Public/Support, 40-67 hours per week (109) 3.74	20.2%	41.3%	33%	3.7%	1.8%
Main, Public, 67+ hours per week (93) 3.67	24.7%	33.3%	30.1%	7.5%	4.3%

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Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
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60. I feel a strong sense of loyalty to this organization.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (668) 3.83	28%	38.9%	24%	6%	3.1%
Branch, 44 hours per week (66) 3.89	27.3%	43.9%	19.7%	9.1%	0%
Branch, 48-52 hours per week (150) 3.74	23.3%	40%	27.3%	6%	3.3%
Branch, 60 hours per week (127) 3.97	37.8%	31.5%	23.6%	3.9%	3.1%
Main, Administrative Offices, 40+ hours per week (32) 4.09	46.9%	21.9%	25%	6.3%	0%
Main, Non-Public/Support, 40-67 hours per week (109) 3.82	23.9%	44%	24.8%	4.6%	2.8%
Main, Public, 67+ hours per week (93) 3.77	24.7%	43%	22.6%	4.3%	5.4%

61. This organization actively contributes to the community.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (670) 4.48	57.3%	34.6%	7.2%	0.6%	0.3%
Branch, 44 hours per week (66) 4.48	53%	42.4%	4.5%	0%	0%
Branch, 48-52 hours per week (150) 4.37	50.7%	37.3%	10.7%	0.7%	0.7%
Branch, 60 hours per week (128) 4.48	55.5%	38.3%	5.5%	0.8%	0%
Main, Administrative Offices, 40+ hours per week (32) 4.69	71.9%	25%	3.1%	0%	0%
Main, Non-Public/Support, 40-67 hours per week (108) 4.56	64.8%	25.9%	9.3%	0%	0%
Main, Public, 67+ hours per week (94) 4.49	57.4%	35.1%	6.4%	1.1%	0%

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Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
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62. The work of this organization is important and makes a difference.

Response	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (671) 4.6	66.2%	28.8%	4.3%	0.6%	0.1%
Branch, 44 hours per week (66) 4.62	68.2%	27.3%	3%	1.5%	0%
Branch, 48-52 hours per week (150) 4.57	63.3%	31.3%	4.7%	0%	0.7%
Branch, 60 hours per week (128) 4.64	68%	28.1%	3.9%	0%	0%
Main, Administrative Offices, 40+ hours per week (32) 4.66	71.9%	25%	0%	3.1%	0%
Main, Non-Public/Support, 40-67 hours per week (109) 4.61	67%	28.4%	3.7%	0.9%	0%
Main, Public, 67+ hours per week (94) 4.56	62.8%	31.9%	4.3%	1.1%	0%

63. I would invest my own money in this organization.

Response	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (622) 3.52	20.7%	34.2%	26.2%	13.7%	5.1%
Branch, 44 hours per week (62) 3.79	27.4%	33.9%	30.6%	6.5%	1.6%
Branch, 48-52 hours per week (137) 3.36	12.4%	39.4%	24.1%	20.4%	3.6%
Branch, 60 hours per week (120) 3.5	19.2%	37.5%	23.3%	14.2%	5.8%
Main, Administrative Offices, 40+ hours per week (29) 4.14	51.7%	24.1%	13.8%	6.9%	3.4%
Main, Non-Public/Support, 40-67 hours per week (104) 3.56	19.2%	36.5%	27.9%	13.5%	2.9%
Main, Public, 67+ hours per week (85) 3.53	23.5%	30.6%	28.2%	10.6%	7.1%

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Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
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64. Our organization's culture is special - something you don't find just anywhere.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (667) 3.4	18%	30.7%	30.6%	15.1%	5.5%
Branch, 44 hours per week (66) 3.55	22.7%	25.8%	39.4%	7.6%	4.5%
Branch, 48-52 hours per week (149) 3.33	14.1%	28.2%	40.3%	11.4%	6%
Branch, 60 hours per week (126) 3.41	18.3%	34.9%	23.8%	15.9%	7.1%
Main, Administrative Offices, 40+ hours per week (32) 3.38	15.6%	31.3%	34.4%	12.5%	6.3%
Main, Non-Public/Support, 40-67 hours per week (109) 3.5	18.3%	30.3%	35.8%	13.8%	1.8%
Main, Public, 67+ hours per week (93) 3.48	21.5%	34.4%	20.4%	18.3%	5.4%

65. This is a great organization where people want to work.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (670) 3.51	18.1%	31.8%	36.6%	10%	3.6%
Branch, 44 hours per week (66) 3.64	22.7%	28.8%	37.9%	10.6%	0%
Branch, 48-52 hours per week (150) 3.39	14.7%	34%	34%	10.7%	6.7%
Branch, 60 hours per week (127) 3.61	23.6%	28.3%	37%	7.1%	3.9%
Main, Administrative Offices, 40+ hours per week (32) 3.56	18.8%	31.3%	40.6%	6.3%	3.1%
Main, Non-Public/Support, 40-67 hours per week (109) 3.57	13.8%	35.8%	44%	6.4%	0%
Main, Public, 67+ hours per week (94) 3.59	21.3%	31.9%	35.1%	7.4%	4.3%

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Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
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66. I feel a strong sense of loyalty to my manager.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (668) 3.99	37.9%	36.4%	15.6%	7.5%	2.7%
Branch, 44 hours per week (66) 3.94	33.3%	33.3%	27.3%	6.1%	0%
Branch, 48-52 hours per week (149) 4.03	37.6%	37.6%	17.4%	5.4%	2%
Branch, 60 hours per week (127) 4.15	47.2%	30.7%	14.2%	5.5%	2.4%
Main, Administrative Offices, 40+ hours per week (31) 3.97	35.5%	35.5%	22.6%	3.2%	3.2%
Main, Non-Public/Support, 40-67 hours per week (109) 3.94	30.3%	47.7%	10.1%	10.1%	1.8%
Main, Public, 67+ hours per week (94) 3.89	37.2%	34%	14.9%	8.5%	5.3%

67. This organization supports opportunities for employees to learn from one another.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (666) 3.57	17.7%	40.7%	26.1%	11.4%	4.1%
Branch, 44 hours per week (66) 3.59	21.2%	34.8%	30.3%	9.1%	4.5%
Branch, 48-52 hours per week (149) 3.51	16.1%	41.6%	22.8%	16.1%	3.4%
Branch, 60 hours per week (128) 3.66	22.7%	39.8%	23.4%	9.4%	4.7%
Main, Administrative Offices, 40+ hours per week (32) 3.44	12.5%	40.6%	31.3%	9.4%	6.3%
Main, Non-Public/Support, 40-67 hours per week (108) 3.69	13%	53.7%	23.1%	9.3%	0.9%
Main, Public, 67+ hours per week (92) 3.66	21.7%	37%	30.4%	7.6%	3.3%

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Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
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68. My department/branch is adequately staffed.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (670) 3.37	17.6%	35.7%	23%	14%	9.7%
Branch, 44 hours per week (66) 3.2	13.6%	37.9%	16.7%	18.2%	13.6%
Branch, 48-52 hours per week (149) 3.38	16.8%	36.9%	23.5%	13.4%	9.4%
Branch, 60 hours per week (128) 3.75	26.6%	40.6%	19.5%	7.8%	5.5%
Main, Administrative Offices, 40+ hours per week (32) 3.47	15.6%	40.6%	25%	12.5%	6.3%
Main, Non-Public/Support, 40-67 hours per week (109) 3.25	12.8%	36.7%	24.8%	13.8%	11.9%
Main, Public, 67+ hours per week (94) 3.14	14.9%	26.6%	27.7%	19.1%	11.7%

69. At this organization, workloads are taken into account when implementing change initiatives.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (658) 2.79	7.3%	22.8%	27.1%	27.1%	15.8%
Branch, 44 hours per week (65) 2.8	9.2%	21.5%	27.7%	23.1%	18.5%
Branch, 48-52 hours per week (144) 2.74	4.9%	25.7%	22.9%	31.9%	14.6%
Branch, 60 hours per week (126) 2.97	11.9%	23%	27.8%	24.6%	12.7%
Main, Administrative Offices, 40+ hours per week (32) 3	3.1%	34.4%	31.3%	21.9%	9.4%
Main, Non-Public/Support, 40-67 hours per week (108) 2.81	3.7%	22.2%	36.1%	27.8%	10.2%
Main, Public, 67+ hours per week (93) 2.65	6.5%	20.4%	25.8%	25.8%	21.5%

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Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
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70. At this organization, we discuss and debate issues respectfully to get better results.

	Strongly Agree	Agree	Sometimes Agree / Sometimes Disagree	Disagree	Strongly Disagree
Your Overall (658) 2.86	8.1%	23.4%	29.8%	24.3%	14.4%
Branch, 44 hours per week (66) 2.89	12.1%	19.7%	27.3%	27.3%	13.6%
Branch, 48-52 hours per week (145) 2.83	5.5%	26.2%	27.6%	27.6%	13.1%
Branch, 60 hours per week (126) 2.99	12.7%	22.2%	29.4%	23%	12.7%
Main, Administrative Offices, 40+ hours per week (32) 3.16	6.3%	37.5%	28.1%	21.9%	6.3%
Main, Non-Public/Support, 40-67 hours per week (108) 3	4.6%	27.8%	38%	22.2%	7.4%
Main, Public, 67+ hours per week (93) 2.75	8.6%	20.4%	28%	23.7%	19.4%