

## **2010 Federal Employee Viewpoint Survey Results U.S. Occupational Safety and Health Review Commission**

1. Interpretation of Results: The U.S. Occupational Safety and Health Review Commission (OSHRC) scored especially high on the items that measure personal work experiences. In fact, 100% of the respondents Strongly Agree/Agree that they are constantly looking for ways to do their job better; and when needed, they are willing to put in the extra effort to get a job done. Approximately 98% of the respondents Strongly/Agree that the work they do is important, and about 95% feel they are held accountable for achieving results.

OSHRC also scored well on items regarding work unit. Approximately 92% of the respondents rated the overall quality of work done by their work unit as being Very Good/Good. About 90% of the respondents know how their work relates to the agency's goals and priorities. With respect to the questions related to the agency, approximately 87% of the respondents Strongly Agree/Agree that employees are protected from health and safety hazards on the job; and the agency is successful at accomplishing its mission. Responses to the supervisor/team leader questions are also very positive. About 88% of the respondents Strongly Agree/Agree that their supervisor/team leader treats them with respect; and approximately 86% think their supervisor/team leader listens to what they have to say.

The category involving work/life scored reasonably well, but could be improved. Approximately 27% of the respondents are Dissatisfied/Very Dissatisfied with the Agency's telework program. OSHRC established a policy on telecommuting in fiscal year 2008. With supervisory discretion and approval, employees could telecommute as infrequently as one day per month or as frequently as one day per pay period. In fiscal 2010, the policy was modified and employees are now able to telecommute as frequently as two days per pay period. OSHRC will review its policy to determine if it can be improved for the upcoming year.

2. How the survey was conducted: The 2010 Federal Employee Viewpoint Survey was conducted by the Office of Personnel Management (OPM). OPM distributed survey invitations to OSHRC employees by individual electronic mail messages. The survey administration period began on February 9, 2010 and ended on March 19, 2010. The Office of the Executive Director informed employees about the survey invitation and encouraged them to participate. Survey results were collected by OPM and forwarded to OSHRC for evaluation.

3. Description of sample: A total of 49 employees within the agency were surveyed. This number included all full time, permanent employees.
4. Survey items and response choices: The survey topics include the following: My Work Experience, Items 1-19; My Work Unit, Items 20-28; My Agency, Items 29-41; My Supervisor/Team Leader, Items 42-52; Leadership, Items 53-62; My Satisfaction, Items 63-71; and Work/Life, Items 72-78. See the attached tables for additional information.
5. Number of employees surveyed, number responded, and representatives of respondents: The survey was distributed to 49 employees and 33 responded. The response rate is 67%. These respondents are representatives of the agency population and include non-supervisors, supervisors, managers, and executives.
6. Note that the data below is not “raw” data, but represents weighted data using a variety of statistical sampling and analysis techniques. In order to better understand how the raw data is adjusted, please go to:

<http://www.fedview.opm.gov/2010/About/>







|  | <b>Strongly Agree</b> | <b>Agree</b> | <b>Neither Agree nor Disagree</b> | <b>Disagree</b> | <b>Strongly Disagree</b> | <b>Positive Responses (Strongly Agree/Agree)</b> | <b>Total # of Respondents (excludes Do Not Know)</b>       | <b># of Do Not Know</b>       |
|--|-----------------------|--------------|-----------------------------------|-----------------|--------------------------|--|--|-------------------------------|
| (15) My performance appraisal is a fair reflection of my performance.                              | 31.80%                | 35.80%       | 13.90%                            | 12.00%          | 6.40%                    | 67.60%   | 30   | 2                             |
|  | <b>Strongly Agree</b> | <b>Agree</b> | <b>Neither Agree nor Disagree</b> | <b>Disagree</b> | <b>Strongly Disagree</b> | <b>Positive Responses (Strongly Agree/Agree)</b> | <b>Total # of Respondents (excludes Do Not Know)</b>       | <b># of Do Not Know</b>       |
| (16) I am held accountable for achieving results.  | 37.30%                | 57.30%       | 2.50%                             | 0.00%           | 2.90%                    | 94.60%   | 32   | 0                             |
|  | <b>Strongly Agree</b> | <b>Agree</b> | <b>Neither Agree nor Disagree</b> | <b>Disagree</b> | <b>Strongly Disagree</b> | <b>Positive Responses (Strongly Agree/Agree)</b> | <b>Total # of Respondents (excludes Do Not Know)</b>       | <b># of Do Not Know</b>       |
| (17) I can disclose a suspected violation of any law, rule or regulation without fear of reprisal. | 24.00%                | 41.40%       | 14.70%                            | 6.70%           | 13.20%                   | 65.40%   | 30   | 2                             |
|  | <b>Strongly Agree</b> | <b>Agree</b> | <b>Neither Agree nor Disagree</b> | <b>Disagree</b> | <b>Strongly Disagree</b> | <b>Positive Responses (Strongly Agree/Agree)</b> | <b>Total # of Respondents (excludes Do Not Know)</b>       | <b># of Do Not Know</b>       |
| (18) My training needs are assessed.   | 19.90%                | 49.30%       | 18.70%                            | 6.00%           | 6.10%                    | 69.20%   | 32   | 0                             |
|  | <b>Strongly Agree</b> | <b>Agree</b> | <b>Neither Agree nor Disagree</b> | <b>Disagree</b> | <b>Strongly Disagree</b> | <b>Positive Responses (Strongly Agree/Agree)</b> | <b>Total # of Respondents (excludes No Basis to Judge)</b> | <b># of No Basis to Judge</b> |

|   |                       |              |                                   |                 |                          |  |  |                         |
|---|-----------------------|--------------|-----------------------------------|-----------------|--------------------------|--|--|-------------------------|
| (19) In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding). | 30.30%                | 42.80%       | 6.80%                             | 6.80%           | 13.30%                   | 73.10%   | 28   | 4                       |
|   | <b>Strongly Agree</b> | <b>Agree</b> | <b>Neither Agree nor Disagree</b> | <b>Disagree</b> | <b>Strongly Disagree</b> | <b>Positive Responses (Strongly Agree/Agree)</b> | <b>Total # of Respondents</b>                        |                         |
| (20) The people I work with cooperate to get the job done.  | 28.30%                | 50.40%       | 6.10%                             | 9.80%           | 5.40%                    | 78.80%   | 32   |                         |
|   | <b>Strongly Agree</b> | <b>Agree</b> | <b>Neither Agree nor Disagree</b> | <b>Disagree</b> | <b>Strongly Disagree</b> | <b>Positive Responses (Strongly Agree/Agree)</b> | <b>Total # of Respondents (excludes Do Not Know)</b> | <b># of Do Not Know</b> |
| (21) My work unit is able to recruit people with the right skills.  | 20.10%                | 42.00%       | 17.20%                            | 12.70%          | 8.00%                    | 62.10%   | 33   | 0                       |
|   | <b>Strongly Agree</b> | <b>Agree</b> | <b>Neither Agree nor Disagree</b> | <b>Disagree</b> | <b>Strongly Disagree</b> | <b>Positive Responses (Strongly Agree/Agree)</b> | <b>Total # of Respondents (excludes Do Not Know)</b> | <b># of Do Not Know</b> |
| (22) Promotions in my work unit are based on merit.   | 14.10%                | 34.10%       | 25.20%                            | 9.70%           | 16.90%                   | 48.30%   | 29   | 3                       |
|   | <b>Strongly Agree</b> | <b>Agree</b> | <b>Neither Agree nor Disagree</b> | <b>Disagree</b> | <b>Strongly Disagree</b> | <b>Positive Responses (Strongly Agree/Agree)</b> | <b>Total # of Respondents (excludes Do Not Know)</b> | <b># of Do Not Know</b> |
| (23) In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.   | 11.80%                | 35.80%       | 21.30%                            | 18.20%          | 13.00%                   | 47.50%   | 27   | 6                       |







|   | <b>Strongly Agree</b> | <b>Agree</b> | <b>Neither Agree nor Disagree</b> | <b>Disagree</b> | <b>Strongly Disagree</b> | <b>Positive Responses (Strongly Agree/Agree)</b> | <b>Total # of Respondents (excludes Do Not Know)</b> | <b># of Do Not Know</b> |
|---|-----------------------|--------------|-----------------------------------|-----------------|--------------------------|--|--|-------------------------|
| (36) My organization has prepared employees for potential security threats.   | 22.10%                | 54.40%       | 11.30%                            | 6.60%           | 5.50%                    | 76.50%   | 33   | 0                       |
|   | <b>Strongly Agree</b> | <b>Agree</b> | <b>Neither Agree nor Disagree</b> | <b>Disagree</b> | <b>Strongly Disagree</b> | <b>Positive Responses (Strongly Agree/Agree)</b> | <b>Total # of Respondents (excludes Do Not Know)</b> | <b># of Do Not Know</b> |
| (37) Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.  | 21.00%                | 44.50%       | 6.40%                             | 9.40%           | 18.70%                   | 65.50%   | 30   | 2                       |
|   | <b>Strongly Agree</b> | <b>Agree</b> | <b>Neither Agree nor Disagree</b> | <b>Disagree</b> | <b>Strongly Disagree</b> | <b>Positive Responses (Strongly Agree/Agree)</b> | <b>Total # of Respondents (excludes Do Not Know)</b> | <b># of Do Not Know</b> |
| (38) Prohibited Personnel Practices (for example, illegally discriminating for or against any employee/applicant, obstructing a person's right to compete for employment, knowingly violating veterans' preference requirements) are not tolerated. | 23.40%                | 44.50%       | 10.20%                            | 6.40%           | 15.50%                   | 67.90%   | 30   | 3                       |
|   | <b>Strongly Agree</b> | <b>Agree</b> | <b>Neither Agree nor Disagree</b> | <b>Disagree</b> | <b>Strongly Disagree</b> | <b>Positive Responses (Strongly Agree/Agree)</b> | <b>Total # of Respondents (excludes Do Not Know)</b> | <b># of Do Not Know</b> |
| (39) My agency is successful at accomplishing its   | 48.20%                | 38.20%       | 10.70%                            | 2.90%           | 0.00%                    | 86.50%   | 32   | 0                       |

|  |                       |              |                                   |                 |                          |  |  |                         |
|--|-----------------------|--------------|-----------------------------------|-----------------|--------------------------|--|--|-------------------------|
| mission.   |                       |              |                                   |                 |                          |  |  |                         |
|  | <b>Strongly Agree</b> | <b>Agree</b> | <b>Neither Agree nor Disagree</b> | <b>Disagree</b> | <b>Strongly Disagree</b> | <b>Positive Responses (Strongly Agree/Agree)</b> | <b>Total # of Respondents</b>                        |                         |
| (40) I recommend my organization as a good place to work.  | 39.80%                | 40.80%       | 3.50%                             | 5.50%           | 10.40%                   | 80.60%   | 33   |                         |
|  | <b>Strongly Agree</b> | <b>Agree</b> | <b>Neither Agree nor Disagree</b> | <b>Disagree</b> | <b>Strongly Disagree</b> | <b>Positive Responses (Strongly Agree/Agree)</b> | <b>Total # of Respondents (excludes Do Not Know)</b> | <b># of Do Not Know</b> |
| (41) I believe the results of this survey will be used to make my agency a better place to work.   | 35.70%                | 40.10%       | 14.60%                            | 3.30%           | 6.30%                    | 75.80%   | 31   | 2                       |
|  | <b>Strongly Agree</b> | <b>Agree</b> | <b>Neither Agree nor Disagree</b> | <b>Disagree</b> | <b>Strongly Disagree</b> | <b>Positive Responses (Strongly Agree/Agree)</b> | <b>Total # of Respondents (excludes Do Not Know)</b> | <b># of Do Not Know</b> |
| (42) My supervisor supports my need to balance work and other life issues.                         | 51.70%                | 31.80%       | 5.10%                             | 0.00%           | 11.40%                   | 83.50%   | 33   | 0                       |
|  | <b>Strongly Agree</b> | <b>Agree</b> | <b>Neither Agree nor Disagree</b> | <b>Disagree</b> | <b>Strongly Disagree</b> | <b>Positive Responses (Strongly Agree/Agree)</b> | <b>Total # of Respondents (excludes Do Not Know)</b> | <b># of Do Not Know</b> |
| (43) My supervisor/team leader provides me with opportunities to demonstrate my leadership skills. | 34.80%                | 40.40%       | 10.90%                            | 2.40%           | 11.50%                   | 75.20%   | 33   | 0                       |



|  | <b>Strongly Agree</b> | <b>Agree</b> | <b>Neither Agree nor Disagree</b> | <b>Disagree</b> | <b>Strongly Disagree</b> | <b>Positive Responses (Strongly Agree/Agree)</b> | <b>Total # of Respondents</b> |
|--|-----------------------|--------------|-----------------------------------|-----------------|--------------------------|--|-------------------------------|
| (48) My supervisor/team leader listens to what I have to say.                                    | 43.80%                | 41.90%       | 2.50%                             | 5.70%           | 6.10%                    | 85.70%   | 32                            |
|  | <b>Strongly Agree</b> | <b>Agree</b> | <b>Neither Agree nor Disagree</b> | <b>Disagree</b> | <b>Strongly Disagree</b> | <b>Positive Responses (Strongly Agree/Agree)</b> | <b>Total # of Respondents</b> |
| (49) My supervisor/team leader treats me with respect.   | 43.20%                | 45.00%       | 3.50%                             | 5.50%           | 2.80%                    | 88.30%   | 33                            |
|  | <b>Strongly Agree</b> | <b>Agree</b> | <b>Neither Agree nor Disagree</b> | <b>Disagree</b> | <b>Strongly Disagree</b> | <b>Positive Responses (Strongly Agree/Agree)</b> | <b>Total # of Respondents</b> |
| (50) In the last six months, my supervisor/team leader has talked with me about my performance.  | 33.80%                | 42.20%       | 18.50%                            | 2.60%           | 2.90%                    | 76.10%   | 32                            |
|  | <b>Strongly Agree</b> | <b>Agree</b> | <b>Neither Agree nor Disagree</b> | <b>Disagree</b> | <b>Strongly Disagree</b> | <b>Positive Responses (Strongly Agree/Agree)</b> | <b>Total # of Respondents</b> |
| (51) I have trust and confidence in my supervisor.   | 43.60%                | 39.20%       | 3.50%                             | 0.00%           | 13.80%                   | 82.80%   | 33                            |
|  | <b>Very Good</b>      | <b>Good</b>  | <b>Fair</b>                       | <b>Poor</b>     | <b>Very Poor</b>         | <b>Positive Responses (Very Good/Good)</b>       | <b>Total # of Respondents</b> |
| (52) Overall, how good a job do you feel is being done by your immediate supervisor/team leader? | 57.20%                | 23.10%       | 5.80%                             | 7.90%           | 5.90%                    | 80.40%   | 33                            |

|  | <b>Strongly Agree</b> | <b>Agree</b> | <b>Neither Agree nor Disagree</b> | <b>Disagree</b> | <b>Strongly Disagree</b> | <b>Positive Responses (Strongly Agree/Agree)</b> | <b>Total # of Respondents (excludes Do Not Know)</b> | <b># of Do Not Know</b> |
|--|-----------------------|--------------|-----------------------------------|-----------------|--------------------------|--|--|-------------------------|
| (53) In my organization, leaders generate high levels of motivation and commitment in the workforce. | 31.50%                | 39.70%       | 12.60%                            | 5.50%           | 10.70%                   | 71.20%   | 33   | 0                       |
|  | <b>Strongly Agree</b> | <b>Agree</b> | <b>Neither Agree nor Disagree</b> | <b>Disagree</b> | <b>Strongly Disagree</b> | <b>Positive Responses (Strongly Agree/Agree)</b> | <b>Total # of Respondents (excludes Do Not Know)</b> | <b># of Do Not Know</b> |
| (54) My organization's leaders maintain high standards of honesty and integrity.                     | 41.70%                | 36.50%       | 4.90%                             | 5.90%           | 11.00%                   | 78.20%   | 33   | 0                       |
|  | <b>Strongly Agree</b> | <b>Agree</b> | <b>Neither Agree nor Disagree</b> | <b>Disagree</b> | <b>Strongly Disagree</b> | <b>Positive Responses (Strongly Agree/Agree)</b> | <b>Total # of Respondents (excludes Do Not Know)</b> | <b># of Do Not Know</b> |
| (55) Managers/supervisors/team leaders work well with employees of different backgrounds.            | 31.20%                | 45.10%       | 8.00%                             | 7.00%           | 8.80%                    | 76.30%   | 31   | 2                       |
|  | <b>Strongly Agree</b> | <b>Agree</b> | <b>Neither Agree nor Disagree</b> | <b>Disagree</b> | <b>Strongly Disagree</b> | <b>Positive Responses (Strongly Agree/Agree)</b> | <b>Total # of Respondents (excludes Do Not Know)</b> | <b># of Do Not Know</b> |
| (56) Managers communicate the goals and priorities of the organization.                              | 30.00%                | 51.40%       | 12.60%                            | 0.00%           | 5.90%                    | 81.50%   | 33   | 0                       |





|  | <b>Very Satisfied</b> | <b>Satisfied</b> | <b>Neither Satisfied nor Dissatisfied</b> | <b>Dissatisfied</b> | <b>Very Dissatisfied</b> | <b>Positive Responses (Very Satisfied/Satisfied)</b> | <b>Total # of Respondents</b> |
|--|-----------------------|------------------|---|---------------------|--------------------------|--|-------------------------------|
| (65) How satisfied are you with the recognition you receive for doing a good job?          | 33.90%                | 27.00%           | 19.90%                                    | 14.00%              | 5.20%                    | 60.90%   | 33                            |
|  | <b>Very Satisfied</b> | <b>Satisfied</b> | <b>Neither Satisfied nor Dissatisfied</b> | <b>Dissatisfied</b> | <b>Very Dissatisfied</b> | <b>Positive Responses (Very Satisfied/Satisfied)</b> | <b>Total # of Respondents</b> |
| (66) How satisfied are you with the policies and practices of your senior leaders?         | 35.60%                | 37.20%           | 13.10%                                    | 5.60%               | 8.50%                    | 72.80%   | 32                            |
|  | <b>Very Satisfied</b> | <b>Satisfied</b> | <b>Neither Satisfied nor Dissatisfied</b> | <b>Dissatisfied</b> | <b>Very Dissatisfied</b> | <b>Positive Responses (Very Satisfied/Satisfied)</b> | <b>Total # of Respondents</b> |
| (67) How satisfied are you with your opportunity to get a better job in your organization? | 24.50%                | 20.70%           | 28.20%                                    | 6.20%               | 20.40%                   | 45.30%   | 31                            |
|  | <b>Very Satisfied</b> | <b>Satisfied</b> | <b>Neither Satisfied nor Dissatisfied</b> | <b>Dissatisfied</b> | <b>Very Dissatisfied</b> | <b>Positive Responses (Very Satisfied/Satisfied)</b> | <b>Total # of Respondents</b> |
| (68) How satisfied are you with the training you receive for your present job?             | 26.40%                | 49.00%           | 7.30%                                     | 8.90%               | 8.40%                    | 75.40%   | 33                            |

|  | <b>Very Satisfied</b>   | <b>Satisfied</b>   | <b>Neither Satisfied nor Dissatisfied</b>  | <b>Dissatisfied</b>   | <b>Very Dissatisfied</b>   | <b>Positive Responses (Very Satisfied/Satisfied)</b>       | <b>Total # of Respondents</b> |
|--|---|--|--|---|--|--|-------------------------------|
| (69) Considering everything, how satisfied are you with your job?          | 49.80%  | 25.00%   | 8.50%  | 13.80%  | 2.80%  | 74.90%   | 33                            |
|  |   |  |  |   |  |  |                               |
|  | <b>Very Satisfied</b>   | <b>Satisfied</b>   | <b>Neither Satisfied nor Dissatisfied</b>  | <b>Dissatisfied</b>   | <b>Very Dissatisfied</b>   | <b>Positive Responses (Very Satisfied/Satisfied)</b>       | <b>Total # of Respondents</b> |
| (70) Considering everything, how satisfied are you with your pay?          | 41.00%  | 34.00%   | 5.50%  | 12.10%  | 7.50%  | 75.00%   | 33                            |
|  |   |  |  |   |  |  |                               |
|  | <b>Very Satisfied</b>   | <b>Satisfied</b>   | <b>Neither Satisfied nor Dissatisfied</b>  | <b>Dissatisfied</b>   | <b>Very Dissatisfied</b>   | <b>Positive Responses (Very Satisfied/Satisfied)</b>       | <b>Total # of Respondents</b> |
| (71) Considering everything, how satisfied are you with your organization? | 38.60%  | 44.80%   | 0.00%  | 11.30%  | 5.30%  | 83.40%   | 32                            |
|  |   |  |  |   |  |  |                               |
|  | <b>I telework on a regular basis (at least one entire work day a week).</b> | <b>I telework infrequently (less than one entire work day a week).</b> | <b>I do not telework because I have to be physically present on the job (for example, Law Enforcement Officers, Park Rangers, Security</b> | <b>I do not telework because I have technical issues (for example, connectivity, inadequate equipment) that prevent me from</b> | <b>I do not telework because I am not allowed to, even though I have the kind of job where I can telework.</b> | <b>I do not telework because I choose not to telework.</b> | <b>Total # of Respondents</b> |

|  |                       |                  |   |                     |                          |  |  |                               |
|--|-----------------------|------------------|---|---------------------|--------------------------|--|--|-------------------------------|
|  |                       |                  | Personnel).                               | teleworking         |                          |  |  |                               |
| (72) Please select the response below that BEST describes your teleworking situation.  | 20.00%                | 13.90%           | 11.30%                                    | 0.00%               | 23.10%                   | 31.70%   | 33   |                               |
|  | <b>Very Satisfied</b> | <b>Satisfied</b> | <b>Neither Satisfied nor Dissatisfied</b> | <b>Dissatisfied</b> | <b>Very Dissatisfied</b> | <b>Positive Responses (Very Satisfied/Satisfied)</b> | <b>Total # of Respondents (excludes No Basis to Judge)</b> | <b># of No Basis to Judge</b> |
| (73) How satisfied are you with the Telework program in your agency?   | 25.20%                | 32.60%           | 15.70%                                    | 13.00%              | 13.50%                   | 57.80%   | 28   | 5                             |
|  | <b>Very Satisfied</b> | <b>Satisfied</b> | <b>Neither Satisfied nor Dissatisfied</b> | <b>Dissatisfied</b> | <b>Very Dissatisfied</b> | <b>Positive Responses (Very Satisfied/Satisfied)</b> | <b>Total # of Respondents (excludes No Basis to Judge)</b> | <b># of No Basis to Judge</b> |
| (74) How satisfied are you with the Alternative Work Schedules (AWS) program in your agency?   | 41.60%                | 34.90%           | 16.50%                                    | 0.00%               | 7.00%                    | 76.50%   | 27   | 6                             |
|  | <b>Very Satisfied</b> | <b>Satisfied</b> | <b>Neither Satisfied nor Dissatisfied</b> | <b>Dissatisfied</b> | <b>Very Dissatisfied</b> | <b>Positive Responses (Very Satisfied/Satisfied)</b> | <b>Total # of Respondents (excludes No Basis to Judge)</b> | <b># of No Basis to Judge</b> |
| (75) How satisfied are you with the Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs) in your agency? | 21.40%                | 43.70%           | 23.90%                                    | 11.00%              | 0.00%                    | 65.10%   | 25   | 8                             |

|   | <b>Very Satisfied</b> | <b>Satisfied</b> | <b>Neither Satisfied nor Dissatisfied</b> | <b>Dissatisfied</b> | <b>Very Dissatisfied</b> | <b>Positive Responses (Very Satisfied/Satisfied)</b> | <b>Total # of Respondents (excludes No Basis to Judge)</b> | <b># of No Basis to Judge</b> |
|---|-----------------------|------------------|---|---------------------|--------------------------|--|--|-------------------------------|
| (76) How satisfied are you with the Employee Assistance Program (EAP) in your agency?   | 20.70%                | 39.50%           | 35.20%                                    | 4.50%               | 0.00%                    | 60.30%   | 20   | 13                            |
|   |                       |                  |   |                     |                          |  |  |                               |
|   | <b>Very Satisfied</b> | <b>Satisfied</b> | <b>Neither Satisfied nor Dissatisfied</b> | <b>Dissatisfied</b> | <b>Very Dissatisfied</b> | <b>Positive Responses (Very Satisfied/Satisfied)</b> | <b>Total # of Respondents (excludes No Basis to Judge)</b> | <b># of No Basis to Judge</b> |
| (77) How satisfied are you with the Child Care Programs (for example, daycare, parenting classes, parenting support groups) in your agency? | 14.90%                | 26.50%           | 38.60%                                    | 6.00%               | 14.10%                   | 41.30%   | 15   | 17                            |
|   |                       |                  |   |                     |                          |  |  |                               |
|   | <b>Very Satisfied</b> | <b>Satisfied</b> | <b>Neither Satisfied nor Dissatisfied</b> | <b>Dissatisfied</b> | <b>Very Dissatisfied</b> | <b>Positive Responses (Very Satisfied/Satisfied)</b> | <b>Total # of Respondents (excludes No Basis to Judge)</b> | <b># of No Basis to Judge</b> |
| (78) How satisfied are you with the Elder Care Programs (for example, support groups, speakers) in your agency?                             | 7.80%                 | 10.60%           | 62.20%                                    | 13.00%              | 6.30%                    | 18.50%   | 13   | 18                            |