



## **Federal Employee Viewpoint Survey 2019**

The National Credit Union Administration created a goal to increase the Federal Employee Viewpoint Survey participation rate to 70 percent in 2019. Our employees stepped up to the challenge, and the NCUA is pleased to announce that our participation rate for 2019 was 84.1 percent, 14 percentage points above our goal. This is an increase of 25.7 percentage points from 2018. Eight hundred and ninety-one of the 1,060 agency employees who were employed as of October 2018 took the survey.

The overall federal government participation rate was 42.6 percent. The participation rate for other mid-sized federal agencies was 63.6 percent.

Broad internal marketing by the agency, using multiple communication channels and designating FEVS Champions in every office, led to this achievement. NCUA leadership thanks all the employees who took the time to participate in the survey.

The survey period ran from May 14 to June 25, 2019.

The NCUA's strategic goals include approaches to improve organizational effectiveness and enhance employee engagement. One strategy was the creation of Workforce Engagement Action Planning by every office, based on the 2018 FEVS results. The NCUA is proud to announce achievement of our goal to improve employee engagement by two percentage points. Our employee engagement index rose from 67 percent to 69 percent. In addition, Global Satisfaction and New Inclusion Quotient Indices both increased two percentage points in 2019.

NCUA will continue its efforts to improve employee engagement and their overall work experience through diversified groups of employee stakeholders to help drive improvements identified by each office. Senior leaders will continue to analyze the 2019 FEVS results to ensure improvement where necessary and celebrate successes.



## NCUA FEVS Results 2019

Response Type	Item	Item Text	Percent Positive %	Strongly Agree/Very Good/Very Satisfied %	Agree/Good/Satisfied %	Neither Agree nor Disagree/Fair/Neither Satisfied nor Dissatisfied %	Disagree/Poor/Dissatisfied %	Strongly Disagree/Very Poor/Very Dissatisfied %	Percent Negative %	Strongly Agree/Very Good/Very Satisfied N	Agree/Good/Satisfied N	Neither Agree nor Disagree/Fair/Neither Satisfied nor Dissatisfied N	Disagree/Poor/Dissatisfied N	Strongly Disagree/Very Poor/Very Dissatisfied N	Item Response Total** N	Do Not Know/No Basis to Judge N
Agree-disagree	1	*I am given a real opportunity to improve my skills in my organization.	73.7%	25.3%	48.4%	10.8%	10.4%	5.0%	15.5%	228	427	94	93	45	887	N/A
Agree-disagree	2	I have enough information to do my job well.	69.5%	20.9%	48.5%	13.3%	13.1%	4.2%	17.3%	189	429	116	116	38	888	N/A
Agree-disagree	3	I feel encouraged to come up with new and better ways of doing things.	54.3%	21.8%	32.4%	19.3%	16.6%	9.9%	26.5%	198	288	168	146	87	887	N/A
Agree-disagree	4	My work gives me a feeling of personal accomplishment.	73.7%	31.1%	42.6%	14.6%	7.7%	4.0%	11.7%	280	378	127	68	36	889	N/A
Agree-disagree	5	I like the kind of work I do.	84.4%	38.2%	46.2%	10.7%	3.8%	1.2%	5.0%	344	405	94	34	11	888	N/A
Agree-disagree	6	I know what is expected of me on the job.	77.0%	31.1%	45.9%	11.0%	7.8%	4.2%	12.0%	278	407	97	70	38	890	N/A
Agree-disagree	7	When needed I am willing to put in the extra effort to get a job done.	95.8%	65.3%	30.5%	2.5%	0.4%	1.3%	1.8%	585	269	21	4	12	891	N/A
Agree-disagree	8	I am constantly looking for ways to do my job better.	89.0%	49.0%	40.0%	8.2%	2.1%	0.7%	2.8%	439	354	71	19	6	889	N/A
Agree-disagree	9	I have sufficient resources (for example, people, materials, budget) to get my job done.	55.5%	16.9%	38.6%	12.3%	19.2%	13.0%	32.2%	152	345	107	170	116	890	0
Agree-disagree	10	*My workload is reasonable.	57.0%	14.2%	42.9%	16.5%	16.1%	10.4%	26.4%	127	383	143	140	93	886	0
Agree-disagree	11	*My talents are used well in the workplace.	62.0%	19.1%	42.9%	16.1%	12.5%	9.4%	21.9%	171	379	141	110	84	885	1
Agree-disagree	12	*I know how my work relates to the agency's goals.	85.3%	35.1%	50.3%	9.2%	3.2%	2.2%	5.4%	315	441	81	28	20	885	1
Agree-disagree	13	The work I do is important.	89.9%	47.7%	42.2%	6.5%	1.9%	1.6%	3.5%	428	371	59	17	14	889	1
Agree-disagree	14	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	65.5%	25.9%	39.6%	20.1%	10.0%	4.4%	14.4%	231	348	174	89	39	881	9

Agree-disagree	15	My performance appraisal is a fair reflection of my performance.	68.1%	26.6%	41.5%	13.6%	9.7%	8.7%	18.3%	238	361	118	84	76	877	13
Agree-disagree	16	I am held accountable for achieving results.	88.7%	34.8%	53.9%	8.1%	2.0%	1.2%	3.2%	312	475	72	18	11	888	0
Agree-disagree	17	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	73.7%	33.1%	40.6%	12.7%	6.5%	7.1%	13.6%	283	339	106	55	60	843	47
Agree-disagree	18	My training needs are assessed.	62.3%	20.5%	41.8%	18.3%	12.2%	7.2%	19.4%	185	371	160	107	63	886	2
Agree-disagree	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).	65.7%	27.3%	38.4%	11.9%	13.5%	8.9%	22.4%	240	334	104	118	78	874	16
Agree-disagree	20	*The people I work with cooperate to get the job done.	82.2%	38.9%	43.2%	8.7%	5.3%	3.8%	9.1%	346	383	77	47	34	887	N/A
Agree-disagree	21	My work unit is able to recruit people with the right skills.	61.4%	18.5%	42.9%	20.2%	12.0%	6.3%	18.3%	161	367	170	100	54	852	32
Agree-disagree	22	Promotions in my work unit are based on merit.	45.5%	15.0%	30.5%	25.1%	15.1%	14.3%	29.4%	126	251	205	123	116	821	63
Agree-disagree	23	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	41.0%	11.8%	29.3%	25.7%	17.4%	15.9%	33.2%	92	228	201	137	124	782	104
Agree-disagree	24	*In my work unit, differences in performance are recognized in a meaningful way.	42.8%	13.4%	29.4%	25.8%	18.9%	12.5%	31.4%	112	248	213	157	104	834	51
Agree-disagree	25	Awards in my work unit depend on how well employees perform their jobs.	47.4%	14.5%	32.9%	20.7%	16.9%	15.0%	31.9%	125	278	175	142	124	844	39
Agree-disagree	26	Employees in my work unit share job knowledge with each other.	83.1%	35.8%	47.2%	8.4%	4.5%	4.1%	8.6%	318	415	73	41	36	883	0
Agree-disagree	27	The skill level in my work unit has improved in the past year.	62.1%	24.2%	38.0%	23.5%	9.6%	4.8%	14.4%	207	323	200	83	41	854	32
Good-poor	28	How would you rate the overall quality of work done by your work unit?	87.2%	46.0%	41.2%	10.7%	1.6%	0.4%	2.0%	412	361	96	14	4	887	N/A
Agree-disagree	29	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	83.9%	37.4%	46.5%	8.8%	5.3%	2.0%	7.3%	335	405	78	47	18	883	5
Agree-disagree	30	Employees have a feeling of personal empowerment with respect to work processes.	50.7%	12.3%	38.4%	22.5%	16.1%	10.8%	26.8%	109	337	192	139	93	870	12

Agree-disagree	31	Employees are recognized for providing high quality products and services.	54.2%	15.1%	39.1%	19.8%	16.5%	9.5%	26.0%	134	343	169	141	81	868	15
Agree-disagree	32	Creativity and innovation are rewarded.	41.5%	13.1%	28.4%	25.7%	20.4%	12.3%	32.8%	114	244	217	173	103	851	29
Agree-disagree	33	Pay raises depend on how well employees perform their jobs.	47.8%	14.1%	33.7%	22.1%	15.9%	14.2%	30.1%	122	290	187	135	120	854	29
Agree-disagree	34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	77.2%	32.5%	44.7%	15.6%	2.1%	5.1%	7.2%	277	373	129	17	43	839	43
Agree-disagree	35	Employees are protected from health and safety hazards on the job.	71.8%	28.8%	43.0%	18.5%	6.0%	3.7%	9.6%	253	371	156	52	32	864	17
Agree-disagree	36	My organization has prepared employees for potential security threats.	86.1%	34.6%	51.5%	9.3%	2.7%	1.9%	4.6%	308	446	80	23	17	874	5
Agree-disagree	37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	55.1%	20.3%	34.8%	23.4%	9.2%	12.3%	21.5%	164	280	186	74	98	802	77
Agree-disagree	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.	74.9%	31.2%	43.7%	14.3%	4.4%	6.3%	10.7%	250	342	112	35	50	789	92
Agree-disagree	39	My agency is successful at accomplishing its mission.	79.4%	27.2%	52.2%	15.4%	3.7%	1.5%	5.1%	238	450	132	31	13	864	16
Agree-disagree	40	*I recommend my organization as a good place to work.	75.3%	32.2%	43.1%	16.4%	5.6%	2.8%	8.4%	288	376	144	49	25	882	N/A
Agree-disagree	41	*I believe the results of this survey will be used to make my agency a better place to work.	54.2%	23.6%	30.6%	20.7%	13.9%	11.1%	25.1%	203	258	173	115	93	842	40
Agree-disagree	42	My supervisor supports my need to balance work and other life issues.	82.3%	45.6%	36.7%	8.4%	4.3%	5.1%	9.3%	405	319	73	37	45	879	1
Agree-disagree	43	My supervisor provides me with opportunities to demonstrate my leadership skills.	74.3%	36.9%	37.4%	12.9%	6.7%	6.1%	12.8%	326	325	114	58	54	877	4
Agree-disagree	44	Discussions with my supervisor about my performance are worthwhile.	70.8%	34.7%	36.0%	13.4%	8.1%	7.8%	15.9%	305	313	117	71	68	874	5

Agree-disagree	45	My supervisor is committed to a workforce representative of all segments of society.	77.1%	41.2%	35.9%	15.3%	2.7%	5.0%	7.6%	325	281	120	21	39	786	91
Agree-disagree	46	My supervisor provides me with constructive suggestions to improve my job performance.	71.9%	34.7%	37.2%	13.0%	8.1%	7.0%	15.1%	304	323	115	72	61	875	6
Agree-disagree	47	Supervisors in my work unit support employee development.	75.9%	36.5%	39.3%	11.9%	6.4%	5.9%	12.2%	321	342	103	56	52	874	6
Agree-disagree	48	My supervisor listens to what I have to say.	80.3%	45.2%	35.1%	8.0%	7.4%	4.2%	11.6%	399	304	69	66	38	876	N/A
Agree-disagree	49	My supervisor treats me with respect.	85.5%	51.7%	33.8%	6.8%	4.2%	3.5%	7.6%	457	291	60	36	31	875	N/A
Agree-disagree	50	In the last six months, my supervisor has talked with me about my performance.	92.8%	50.1%	42.7%	4.0%	1.7%	1.5%	3.2%	442	372	35	14	14	877	N/A
Agree-disagree	51	I have trust and confidence in my supervisor.	73.6%	42.1%	31.5%	13.2%	6.4%	6.8%	13.2%	371	272	115	56	61	875	N/A
Good-poor	52	Overall, how good a job do you feel is being done by your immediate supervisor?	77.7%	47.3%	30.4%	13.0%	5.7%	3.6%	9.3%	417	265	114	50	33	879	N/A
Agree-disagree	53	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	43.8%	14.1%	29.8%	25.6%	16.8%	13.8%	30.6%	123	260	215	142	118	858	17
Agree-disagree	54	My organization's senior leaders maintain high standards of honesty and integrity.	52.1%	17.8%	34.3%	23.3%	11.3%	13.3%	24.6%	148	279	185	91	108	811	60
Agree-disagree	55	Supervisors work well with employees of different backgrounds.	74.0%	26.0%	48.0%	16.6%	4.0%	5.4%	9.4%	217	390	136	32	45	820	41
Agree-disagree	56	*Managers communicate the goals of the organization.	69.5%	20.5%	49.0%	17.6%	7.5%	5.4%	12.9%	180	419	149	63	47	858	7
Agree-disagree	57	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	69.6%	20.4%	49.2%	17.9%	6.4%	6.1%	12.5%	168	400	144	51	50	813	58
Agree-disagree	58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	60.3%	18.4%	41.9%	19.5%	10.4%	9.8%	20.2%	160	354	163	87	84	848	24
Agree-disagree	59	Managers support collaboration across work units to accomplish work objectives.	63.1%	18.8%	44.3%	18.3%	9.4%	9.2%	18.6%	160	369	151	78	77	835	34

Good-poor	60	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	65.3%	29.8%	35.5%	21.4%	7.2%	6.0%	13.3%	248	290	171	58	49	816	59
Agree-disagree	61	I have a high level of respect for my organization's senior leaders.	54.1%	20.0%	34.1%	23.4%	12.5%	10.0%	22.5%	174	294	196	106	85	855	15
Agree-disagree	62	Senior leaders demonstrate support for Work-Life programs.	56.8%	21.2%	35.6%	22.2%	10.9%	10.1%	21.0%	177	290	177	88	81	813	62
Satisfied-dissatisfied	63	*How satisfied are you with your involvement in decisions that affect your work?	52.4%	17.0%	35.5%	22.4%	17.6%	7.6%	25.2%	151	310	190	153	66	870	N/A
Satisfied-dissatisfied	64	*How satisfied are you with the information you receive from management on what's going on in your organization?	58.7%	18.5%	40.3%	18.6%	16.1%	6.6%	22.7%	165	351	159	138	57	870	N/A
Satisfied-dissatisfied	65	*How satisfied are you with the recognition you receive for doing a good job?	52.1%	17.2%	34.8%	22.2%	15.9%	9.9%	25.8%	154	302	189	135	86	866	N/A
Satisfied-dissatisfied	66	How satisfied are you with the policies and practices of your senior leaders?	44.8%	14.0%	30.8%	29.0%	17.2%	9.0%	26.2%	124	270	248	148	78	868	N/A
Satisfied-dissatisfied	67	How satisfied are you with your opportunity to get a better job in your organization?	43.6%	13.4%	30.1%	22.9%	19.3%	14.2%	33.5%	118	259	196	167	123	863	N/A
Satisfied-dissatisfied	68	How satisfied are you with the training you receive for your present job?	60.9%	19.4%	41.5%	18.7%	12.9%	7.5%	20.4%	173	358	159	110	65	865	N/A
Satisfied-dissatisfied	69	*Considering everything, how satisfied are you with your job?	72.7%	24.9%	47.9%	14.3%	9.1%	4.0%	13.0%	219	414	123	78	35	869	N/A
Satisfied-dissatisfied	70	Considering everything, how satisfied are you with your pay?	71.0%	26.9%	44.1%	14.3%	9.0%	5.7%	14.7%	241	381	121	76	50	869	N/A
Satisfied-dissatisfied	71	*Considering everything, how satisfied are you with your organization?	67.3%	21.8%	45.5%	19.4%	8.8%	4.4%	13.3%	193	392	166	75	39	865	N/A

\* AES prescribed items as of 2017 (5 CFR Part 250, Subpart C)

\*\* Unweighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'

<b>72. Currently, in my work unit poor performers usually:</b>	<b>N</b>	<b>%</b>
Remain in the work unit and improve their	123	17.8%
Remain in the work unit and continue to	329	48.4%
Leave the work unit - removed or transferred	52	7.8%
Leave the work unit - quit	20	3.0%

There are no poor performers in my work unit	157	23.1%
Item Response Total	681	100.0%
Do not know	188	--
Total	869	100.0%

<b>73. Which of the following best describes the impact of the partial</b>	<b>N</b>	<b>%</b>
The shutdown had no impact on my working/pay status	841	97.6%
I did not work and did not receive pay until after the	0	0.0%
I worked some of the shutdown but did not receive pay	0	0.0%
I worked for the entirety of the shutdown but did not	0	0.0%
Other, not listed above	21	2.4%
Total	862	100.0%

<b>74. How was your everyday work impacted during (if you worked)</b>	<b>N</b>	<b>%</b>
It had no impact	769	89.2%
A slightly negative impact	64	7.3%
A moderately negative impact	22	2.5%
A very negative impact	5	0.6%
An extremely negative impact	3	0.4%
Total	863	100.0%

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

<b>75. In what ways did the partial government shutdown negatively</b>	<b>N</b>	<b>%</b>
Unmanageable workload	4	4.5%
Missed deadlines	11	11.9%
Unrecoverable loss of work	3	3.4%
Reduced customer service	34	36.9%
Delayed work	32	34.2%
Reduced work quality	8	8.5%
Cutback of critical work	3	3.7%
Time lost in restarting work	9	10.1%
Unmet statutory requirements	5	5.6%
Other	48	52.4%
Total (percents will add to more than 100% because	92	--

<b>76. Are you looking for another job because of the partial</b>	<b>N</b>	<b>%</b>
I am looking for another job <u>specifically</u> because of the	1	0.1%
I am looking for another job, but the shutdown is <u>only</u>	8	1.0%
I am looking for another job, but the shutdown had <u>no</u>	154	17.9%
I am <u>not</u> looking for another job currently	697	81.0%
Total	860	100.0%

<b>77. My agency provided the support (e.g., communication,</b>	<b>N</b>	<b>%</b>
Strongly Agree	151	43.1%
Agree	126	37.1%
Neither Agree nor Disagree	61	18.0%
Disagree	0	0.0%
Strongly Disagree	6	1.7%
Item Response Total	344	100.0%
No support required	517	--
Total	861	100.0%

78. Please select the response below that BEST describes your current teleworking schedule.	2019		2018	
	N	%	N	%
I telework very infrequently, on an unscheduled or short-	205	24.8%	158	26.7%
I telework, but only about 1 or 2 days per month	130	15.9%	94	15.8%
I telework 1 or 2 days per week	150	18.2%	88	14.4%
I telework 3 or 4 days per week	35	4.3%	18	2.9%
I telework every work day	102	12.2%	79	13.9%
I do not telework because I have to be physically present	66	8.1%	65	11.7%
I do not telework because of technical issues that	12	1.5%	6	1.0%
I do not telework because I did not receive approval to	60	7.6%	33	5.8%
I do not telework because I choose not to telework	62	7.4%	44	7.8%
Total	822	100.0%	585	100.0%

79. How satisfied are you with the Telework program in your agency?	2019			2018		
	Satisfaction	Options	All Response	Satisfaction		All Response
				N	%	
Very Satisfied	220	32.2%	25.9%	107	23.3%	17.3%
Satisfied	224	33.4%	26.9%	178	40.1%	29.8%
Neither Satisfied nor Dissatisfied	127	19.1%	15.4%	79	18.3%	13.6%
Dissatisfied	69	10.3%	8.3%	52	11.5%	8.5%
Very Dissatisfied	33	5.1%	4.1%	31	6.8%	5.1%
Item Response Total	673	100.0%	80.6%	447	100.0%	74.3%
I choose not to participate in this program	38	--	4.5%	23	--	3.9%
This program is not available to me	115	--	14.1%	115	--	20.2%
I am unaware of this program	7	--	0.8%	8	--	1.6%
Total	833	100.0%	100.0%	593	100.0%	100.0%

80. Which of the following Work-Life programs have you participated in or used at your agency within the last 12 months?	2019	
	N	%
Alternative Work Schedules	700	80.9%
Health and Wellness Programs	154	17.2%
Employee Assistance Program – EAP	44	4.9%
Child Care Programs	27	3.2%
Elder Care Programs	4	0.5%
None listed above	138	15.9%
Total (percents will add to more than 100% because	866	--

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

81. How satisfied are you with the following Work-Life programs in your agency? Alternative Work Schedules	2019			2018		
	Satisfaction	Options	All Response	Satisfaction		All Response
				N	%	
Very Satisfied	421	50.8%	48.2%	248	43.4%	40.4%
Satisfied	295	36.2%	34.4%	233	41.8%	39.0%
Neither Satisfied nor Dissatisfied	72	8.8%	8.4%	52	9.4%	8.8%



Dissatisfied	19	2.4%	2.3%	19	3.2%	3.0%
Very Dissatisfied	15	1.9%	1.8%	12	2.1%	2.0%
Item Response Total	822	100.0%	95.0%	564	100.0%	93.2%
I choose not to participate in these programs	27	--	3.1%	15	--	2.5%
These programs are not available to me	11	--	1.2%	20	--	3.4%
I am unaware of these programs	6	--	0.7%	5	--	1.0%
Total	866	100.0%	100.0%	604	100.0%	100.0%

82. How satisfied are you with the following Work-Life programs in your agency? Health and Wellness Programs	2019			2018		
	N	Satisfaction %	Options %	N	Satisfaction %	Options %
Very Satisfied	120	23.5%	13.4%	116	24.9%	17.9%
Satisfied	191	38.6%	21.9%	157	36.0%	25.9%
Neither Satisfied nor Dissatisfied	143	29.2%	16.6%	125	28.2%	20.3%
Dissatisfied	23	4.8%	2.7%	31	7.0%	5.0%
Very Dissatisfied	19	4.0%	2.3%	17	3.9%	2.8%
Item Response Total	496	100.0%	56.9%	446	100.0%	72.1%
I choose not to participate in these programs	215	--	24.9%	54	--	9.4%
These programs are not available to me	88	--	10.4%	87	--	14.5%
I am unaware of these programs	65	--	7.8%	23	--	4.1%
Total	864	100.0%	100.0%	610	100.0%	100.0%

83. How satisfied are you with the following Work-Life programs in your agency? Employee Assistance Program - EAP	2019			2018		
	N	Satisfaction %	Options %	N	Satisfaction %	Options %
Very Satisfied	48	13.9%	5.4%	62	16.9%	9.9%
Satisfied	80	23.8%	9.3%	92	25.5%	14.9%
Neither Satisfied nor Dissatisfied	193	57.4%	22.4%	169	48.2%	28.2%
Dissatisfied	5	1.4%	0.6%	19	5.2%	3.0%
Very Dissatisfied	12	3.6%	1.4%	14	4.2%	2.5%
Item Response Total	338	100.0%	39.0%	356	100.0%	58.5%
I choose not to participate in these programs	400	--	46.4%	187	--	30.8%
These programs are not available to me	19	--	2.3%	6	--	0.9%
I am unaware of these programs	102	--	12.3%	59	--	9.8%
Total	859	100.0%	100.0%	608	100.0%	100.0%

84. How satisfied are you with the following Work-Life programs in your agency? Child Care Programs	2019			2018		
	N	Satisfaction %	Options %	N	Satisfaction %	Options %
Very Satisfied	31	13.1%	3.6%	13	6.0%	2.0%
Satisfied	40	17.2%	4.7%	41	20.7%	6.8%
Neither Satisfied nor Dissatisfied	150	63.7%	17.4%	121	59.7%	19.7%

Dissatisfied	6	2.8%	0.8%	12	6.0%	2.0%
Very Dissatisfied	7	3.2%	0.9%	15	7.5%	2.5%
Item Response Total	234	100.0%	27.3%	202	100.0%	33.0%
I choose not to participate in these programs	391	--	45.3%	196	--	32.5%
These programs are not available to me	112	--	13.1%	104	--	16.9%
I am unaware of these programs	121	--	14.3%	105	--	17.6%
Total	858	100.0%	100.0%	607	100.0%	100.0%

85. How satisfied are you with the following Work-Life programs in your agency? Elder Care Programs	2019			2018		
	N	Satisfaction %	Options %	N	Satisfaction %	Options %
Very Satisfied	15	7.9%	1.7%	11	5.7%	1.7%
Satisfied	10	5.5%	1.2%	17	9.8%	2.9%
Neither Satisfied nor Dissatisfied	153	79.9%	17.7%	132	73.0%	21.5%
Dissatisfied	6	3.4%	0.7%	9	4.8%	1.4%
Very Dissatisfied	6	3.4%	0.7%	12	6.7%	2.0%
Item Response Total	190	100.0%	22.1%	181	100.0%	29.4%
I choose not to participate in these programs	386	--	45.0%	197	--	32.5%
These programs are not available to me	106	--	12.3%	88	--	14.3%
I am unaware of these programs	175	--	20.6%	142	--	23.8%
Total	857	100.0%	100.0%	608	100.0%	100.0%

Percentages are weighted to represent the Agency's population.

The rows above do not include results for any item or year when there were fewer than 4 completed surveys.