



IN REPLY REFER TO:

United States Department of the Interior

NATIONAL PARK SERVICE
Jefferson National Expansion Memorial
11 North Fourth Street
St. Louis, Missouri 63102-1882

May 2, 2017

10.A.(JEFF)

Memorandum

To: All NPS Employees, Jefferson National Expansion Memorial

From: Superintendent, Jefferson National Expansion Memorial

Subject: 2016 Employee Viewpoint Survey Results

Attached are the park results from OPM's 2016 Employee Viewpoint Survey (EVS). The goal of the EVS is to provide managers with direct feedback in areas that impact workplace satisfaction, employee engagement, and performance in order to work together to improve our workplace culture. The EVS is the only consistent metric and strategic tool that NPS has to gauge the attitudes of our workforce in a confidential manner. However, it is only one piece of the puzzle and should be used alongside performance discussions, team meetings, focused conversations, and other data to understand employee motivation and commitment.

Compared to the Midwest Region as a whole, our park's scores were in the average range, with some stronger and weaker ratings in some categories. There is also three-year trend data for most of the 16 categories that can help determine in which areas we are generally improving, staying the same, or decreasing.

It is important that we review this report and discuss as a team what factors may be contributing to the scores and trends. To this end, I am establishing an Employee Viewpoint Task Force to develop a strategy to address employee concerns and recommend solutions. We will discuss this more at the staff meeting on Thursday.

Thank you for your continued support.

Michael M. Ward
Superintendent

Attachment

2016 Federal Employee Viewpoint Survey

Results for: JEFFERSON NATIONAL EXPANSION MEMORIAL



November 2016

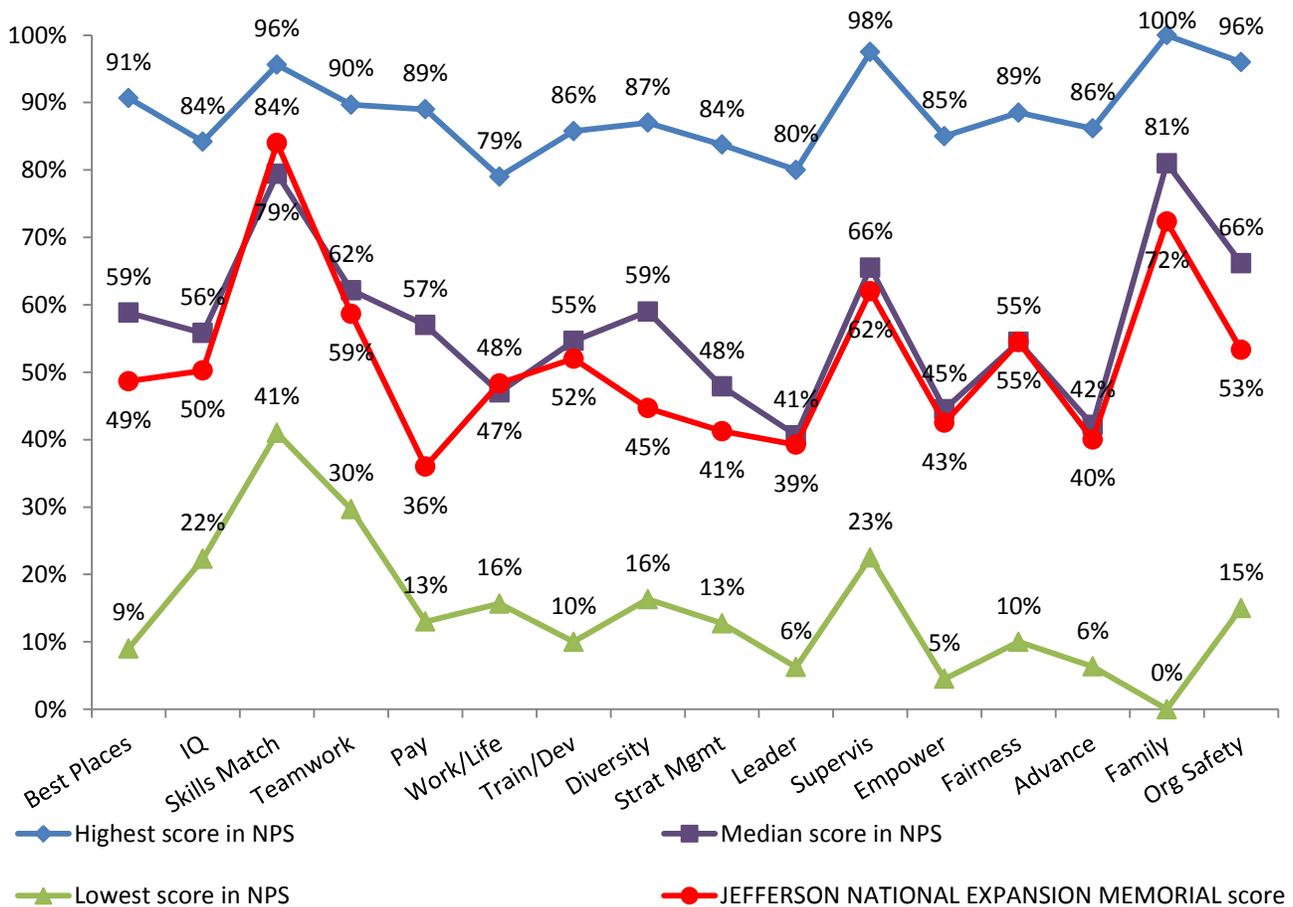
**Organizational Assessment
Human Resources Solutions
U.S. Office of Personnel Management**



Section I: Summary Dashboard – This section provides the summary scores for each of the fifteen categories surveyed that characterize healthy workplace environments and graphs them in comparison to the high, low, and median scores within NPS.

Results for: JEFFERSON NATIONAL EXPANSION MEMORIAL

Index	2016	2015	2014
Best Places to Work Index	49%	46%	66%
New Inclusion Quotient (IQ) Index	50%	48%	N/A
Employee Skills/Mission Match Index	84%	71%	73%
Teamwork Index	59%	50%	62%
Pay Index	36%	50%	56%
Work/Life Balance Index	48%	57%	58%
Training/Development Index	52%	46%	53%
Support for Diversity Index	45%	46%	56%
Strategic Management Index	41%	39%	52%
Effective Leadership - Leader Index	39%	25%	35%
Effective Leadership - Supervisor Index	62%	56%	64%
Effective Leadership - Empowerment Index	43%	36%	49%
Effective Leadership - Fairness Index	55%	52%	49%
Performance-Based Rewards & Advancement Index	40%	33%	41%
Family Friendly Culture Index	72%	70%	66%
Organizational Safety Index	53%	62%	66%



Section II - Index Results – This section details the individual questions that make up each Index and the percentage of individuals responding positively. “Positive” responses include both “Strongly Agree” and “Agree” responses.

Results for: JEFFERSON NATIONAL EXPANSION MEMORIAL

Best Places to Work Index		Percent Positive (2016)		
		Park/Office	MW	NPS
Question	Index Score	49%	61%	56%
40	I recommend my organization as a good place to work.	46%	61%	57%
69	Considering everything, how satisfied are you with your job?	60%	66%	62%
71	Considering everything, how satisfied are you with your organization?	40%	56%	50%

New Inclusion Quotient (IQ) Index		Percent Positive (2016)		
		Park/Office	MW	NPS
Question	Index Score	50%	59%	54%

IQ - Fairness Index		Percent Positive (2016)		
		Park/Office	MW	NPS
Question	Index Score	46%	48%	43%
23	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	23%	31%	28%
24	In my work unit, differences in performance are recognized in a meaningful way.	32%	37%	30%
25	Awards in my work unit depend on how well employees perform their jobs.	52%	47%	41%
37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	57%	55%	50%
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.	67%	71%	65%

IQ - Openness Index		Percent Positive (2016)		
		Park/Office	MW	NPS
Question	Index Score	40%	57%	51%
32	Creativity and innovation are rewarded.	26%	42%	34%
34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	28%	54%	47%
45	My supervisor is committed to a workforce representative of all segments of society.	58%	70%	65%
55	Supervisors work well with employees of different backgrounds.	48%	62%	57%

IQ - Cooperative Index		Percent Positive (2016)		
Question	Index Score	Park/Office	MW	NPS

58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	40%	50%	43%
59	Managers support collaboration across work units to accomplish work objectives.	44%	53%	48%

IQ - Supportive Index		Percent Positive (2016)		
Question	Index Score	Park/Office	MW	NPS

42	My supervisor supports my need to balance work and other life issues.	68%	82%	77%
46	My supervisor provides me with constructive suggestions to improve my job performance.	42%	59%	57%
48	My supervisor listens to what I have to say.	64%	75%	74%
49	My supervisor treats me with respect.	68%	79%	79%
50	In the last six months, my supervisor has talked with me about my performance.	52%	79%	76%

IQ - Empowering Index		Percent Positive (2016)		
Question	Index Score	Park/Office	MW	NPS

2	I have enough information to do my job well.	72%	68%	63%
3	I feel encouraged to come up with new and better ways of doing things.	72%	61%	59%
11	My talents are used well in the workplace.	64%	61%	56%
30	Employees have a feeling of personal empowerment with respect to work processes.	29%	47%	39%

Employee Skills/Mission Match Index		Percent Positive (2016)		
Question	Index Score	Park/Office	MW	NPS

4	My work gives me a feeling of personal accomplishment.	76%	76%	73%
5	I like the kind of work I do.	96%	87%	86%
11	My talents are used well in the workplace.	64%	61%	56%
12	I know how my work relates to the agency's goals and priorities.	88%	84%	80%
13	The work I do is important.	96%	93%	90%

Teamwork Index		Percent Positive (2016)		
Question	Index Score	Park/Office	MW	NPS

20	The people I work with cooperate to get the job done.	64%	72%	70%
26	Employees in my work unit share job knowledge with each other.	72%	73%	71%
58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	40%	50%	43%

Pay Index		Percent Positive (2016)		
		Park/Office	MW	NPS
Question	Index Score	36%	61%	54%
70	Considering everything, how satisfied are you with your pay?	36%	61%	54%

Work/Life Balance Index		Percent Positive (2016)		
		Park/Office	MW	NPS
Question	Index Score	48%	50%	47%
9	I have sufficient resources (for example, people, materials, budget) to get my job done.	29%	32%	29%
10	My workload is reasonable.	48%	35%	36%
42	My supervisor supports my need to balance work and other life issues.	68%	82%	77%

Training/Development Index		Percent Positive (2016)		
		Park/Office	MW	NPS
Question	Index Score	52%	57%	53%
1	I am given a real opportunity to improve my skills in my organization.	60%	63%	59%
2	I have enough information to do my job well.	72%	68%	63%
18	My training needs are assessed.	36%	46%	43%
68	How satisfied are you with the training you receive for your present job?	40%	51%	46%

Support for Diversity Index		Percent Positive (2016)		
		Park/Office	MW	NPS
Question	Index Score	45%	62%	56%
34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	28%	54%	47%
45	My supervisor is committed to a workforce representative of all segments of society.	58%	70%	65%
55	Supervisors work well with employees of different backgrounds.	48%	62%	57%

Strategic Management Index		Percent Positive (2016)		
		Park/Office	MW	NPS
Question	Index Score	41%	52%	48%
21	My work unit is able to recruit people with the right skills.	33%	38%	36%
27	The skill level in my work unit has improved in the past year.	29%	53%	50%
29	The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	64%	66%	61%
57	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	39%	53%	45%

Effective Leadership - Leader Index		Percent Positive (2016)		
		Park/Office	MW	NPS
Question	Index Score	39%	44%	39%
53	In my organization, leaders generate high levels of motivation and commitment in the workforce.	29%	36%	31%
54	My organization's leaders maintain high standards of honesty and integrity.	48%	47%	41%
61	I have a high level of respect for my organization's senior leaders.	36%	46%	43%
64	How satisfied are you with the information you receive from management on what's going on in your organization?	44%	45%	42%

Effective Leadership - Supervisor Index		Percent Positive (2016)		
		Park/Office	MW	NPS
Question	Index Score	62%	66%	64%
43	My supervisor provides me with opportunities to demonstrate my leadership skills.	76%	71%	68%
44	Discussions with my supervisor about my performance are worthwhile.	52%	62%	60%
47	Supervisors in my work unit support employee development.	56%	64%	63%
52	Overall, how good a job do you feel is being done by your immediate supervisor?	64%	67%	66%

Effective Leadership - Empowerment Index		Percent Positive (2016)		
		Park/Office	MW	NPS
Question	Index Score	43%	51%	43%
30	Employees have a feeling of personal empowerment with respect to work processes.	29%	47%	39%
63	How satisfied are you with your involvement in decisions that affect your work?	56%	55%	48%

Effective Leadership - Fairness Index		Percent Positive (2016)		
		Park/Office	MW	NPS
Question	Index Score	55%	57%	53%
17	I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	52%	59%	56%
37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	57%	55%	50%

Performance-Based Rewards & Advancement Index		Percent Positive (2016)		
		Park/Office	MW	NPS
Question	Index Score	40%	48%	42%
15	My performance appraisal is a fair reflection of my performance.	60%	69%	64%
22	Promotions in my work unit are based on merit.	32%	38%	32%
31	Employees are recognized for providing high quality products and services.	38%	49%	42%
32	Creativity and innovation are rewarded.	26%	42%	34%
65	How satisfied are you with the recognition you receive for doing a good job?	56%	51%	44%
67	How satisfied are you with your opportunity to get a better job in your organization?	28%	37%	32%

Family-Friendly Culture Index*		Percent Positive (2016)		
		Park/Office	MW	NPS
Question	Index Score*	72%	80%	78%
79	Satisfaction with telework*	-	82%	77%
80	Satisfaction with alternative work schedules (AWS)*	50%	87%	89%
81	Satisfaction with Health and Wellness Programs*	67%	74%	71%
82	Satisfaction with Employee Assistance Program (EAP)*	100%	78%	74%

*NOTE: Items in this Index were answered only by people who said they participated in these programs.

Organizational Safety Index		Percent Positive (2016)		
		Park/Office	MW	NPS
Question	Index Score	53%	71%	65%
14	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	40%	69%	64%
35	Employees are protected from health and safety hazards on the job.	64%	80%	73%
36	My organization has prepared employees for potential security threats.	56%	62%	57%

Section III: Detailed Survey Results – This section provides each question and the percentage of positive (Strongly Agree + Agree), neutral (Neither Agree nor Disagree), and negative responses (Disagree + Strongly Disagree). It is important to note the scores in the neutral response - a high percentage here could mean employees are ambivalent or don't have enough information about the subject of the question.

Results for: JEFFERSON NATIONAL EXPANSION MEMORIAL

My Work Experience

1. I am given a real opportunity to improve my skills in my organization.

	POSITIVE	NEUTRAL	NEGATIVE
National Park Service 2016	59.2%	16.3%	24.5%
Midwest 2016	63.1%	15.4%	21.5%
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	60.0%	20.0%	20.0%

2. I have enough information to do my job well.

	POSITIVE	NEUTRAL	NEGATIVE
National Park Service 2016	62.8%	17.2%	20.1%
Midwest 2016	67.7%	15.1%	17.2%
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	72.0%	12.0%	16.0%

3. I feel encouraged to come up with new and better ways of doing things.

	POSITIVE	NEUTRAL	NEGATIVE
National Park Service 2016	58.5%	16.7%	24.8%
Midwest 2016	61.3%	16.5%	22.2%
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	72.0%	12.0%	16.0%

4. My work gives me a feeling of personal accomplishment.

	POSITIVE	NEUTRAL	NEGATIVE
National Park Service 2016	72.8%	13.3%	13.9%
Midwest 2016	76.2%	10.9%	13.0%
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	76.0%	12.0%	12.0%

5. I like the kind of work I do.

	POSITIVE	NEUTRAL	NEGATIVE
National Park Service 2016	85.7%	8.9%	5.5%
Midwest 2016	87.4%	7.7%	4.9%
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	95.8%	4.2%	0.0%

6. I know what is expected of me on the job.

	POSITIVE	NEUTRAL	NEGATIVE
National Park Service 2016	73.7%	13.6%	12.8%
Midwest 2016	77.3%	10.4%	12.3%
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	84.0%	12.0%	4.0%

7. When needed I am willing to put in the extra effort to get a job done.

	POSITIVE	NEUTRAL	NEGATIVE
National Park Service 2016	95.2%	2.9%	1.9%
Midwest 2016	95.5%	3.2%	1.3%
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	100.0%	0.0%	0.0%

8. I am constantly looking for ways to do my job better.

	POSITIVE	NEUTRAL	NEGATIVE
National Park Service 2016	90.4%	7.8%	1.8%
Midwest 2016	92.7%	6.2%	1.1%
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	100.0%	0.0%	0.0%

9. I have sufficient resources (for example, people, materials, budget) to get my job done.

	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	28.6%	14.8%	56.6%	12
Midwest 2016	31.8%	13.9%	54.3%	2
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	29.2%	20.8%	50.0%	1

10. My workload is reasonable.

	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	36.4%	17.8%	45.7%	6
Midwest 2016	35.3%	17.3%	47.4%	1
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	48.0%	24.0%	28.0%	-

11. My talents are used well in the workplace.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	56.1%	16.2%	27.7%	11
Midwest 2016	60.7%	14.9%	24.4%	2
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	63.6%	18.2%	18.2%	-
12. I know how my work relates to the agency's goals and priorities.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	80.1%	10.8%	9.2%	12
Midwest 2016	83.8%	8.8%	7.3%	2
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	87.5%	8.3%	4.2%	-
13. The work I do is important.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	90.5%	6.2%	3.4%	14
Midwest 2016	92.5%	4.6%	2.9%	2
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	95.8%	0.0%	4.2%	-
14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	64.5%	15.9%	19.6%	21
Midwest 2016	69.4%	13.9%	16.7%	5
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	40.0%	20.0%	40.0%	-
15. My performance appraisal is a fair reflection of my performance.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	64.4%	15.8%	19.7%	87
Midwest 2016	69.1%	15.3%	15.7%	7
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	60.0%	20.0%	20.0%	-
16. I am held accountable for achieving results.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	76.7%	13.9%	9.4%	30
Midwest 2016	80.1%	12.7%	7.1%	2
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	56.0%	24.0%	20.0%	-
17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	55.7%	17.1%	27.2%	224
Midwest 2016	58.7%	15.1%	26.2%	22
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	52.2%	26.1%	21.7%	2
18. My training needs are assessed.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	43.4%	22.9%	33.7%	43
Midwest 2016	46.4%	22.8%	30.7%	1
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	36.0%	28.0%	36.0%	-
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).				
	POSITIVE	NEUTRAL	NEGATIVE	NBJ
National Park Service 2016	66.0%	15.0%	19.0%	113
Midwest 2016	68.8%	16.2%	15.0%	7
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	56.0%	24.0%	20.0%	-
My Work Unit				
20. The people I work with cooperate to get the job done.				
	POSITIVE	NEUTRAL	NEGATIVE	
National Park Service 2016	70.2%	14.9%	14.8%	
Midwest 2016	71.6%	14.1%	14.3%	
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	64.0%	16.0%	20.0%	
21. My work unit is able to recruit people with the right skills.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	35.5%	22.3%	42.2%	95
Midwest 2016	37.7%	20.3%	42.0%	17
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	33.3%	4.2%	62.5%	1
22. Promotions in my work unit are based on merit.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	32.2%	25.3%	42.5%	299
Midwest 2016	38.0%	27.8%	34.2%	39
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	31.8%	36.4%	31.8%	3

23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	27.7%	25.7%	46.6%	344
Midwest 2016	31.2%	26.3%	42.5%	44
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	22.7%	27.3%	50.0%	3
24. In my work unit, differences in performance are recognized in a meaningful way.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	30.1%	26.2%	43.8%	231
Midwest 2016	36.7%	26.7%	36.7%	29
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	31.8%	27.3%	40.9%	3
25. Awards in my work unit depend on how well employees perform their jobs.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	40.8%	23.2%	36.0%	291
Midwest 2016	47.4%	23.2%	29.4%	32
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	52.2%	8.7%	39.1%	2
26. Employees in my work unit share job knowledge with each other.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	70.5%	14.5%	15.0%	19
Midwest 2016	72.7%	13.5%	13.8%	2
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	72.0%	8.0%	20.0%	-
27. The skill level in my work unit has improved in the past year.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	50.4%	27.4%	22.2%	133
Midwest 2016	53.1%	27.4%	19.5%	21
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	29.2%	45.8%	25.0%	1
28. How would you rate the overall quality of work done by your work unit?				
	POSITIVE	NEUTRAL	NEGATIVE	
National Park Service 2016	79.0%	15.9%	5.1%	
Midwest 2016	81.6%	14.3%	4.1%	
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	80.0%	12.0%	8.0%	
My Agency				
29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	60.8%	20.3%	18.9%	69
Midwest 2016	65.6%	17.6%	16.8%	8
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	64.0%	24.0%	12.0%	-
30. Employees have a feeling of personal empowerment with respect to work processes.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	39.0%	24.5%	36.6%	80
Midwest 2016	46.6%	21.3%	32.1%	9
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	29.2%	29.2%	41.7%	1
31. Employees are recognized for providing high quality products and services.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	42.2%	24.5%	33.4%	76
Midwest 2016	49.0%	25.5%	25.5%	10
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	37.5%	29.2%	33.3%	1
32. Creativity and innovation are rewarded.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	34.4%	27.9%	37.8%	92
Midwest 2016	41.7%	28.2%	30.1%	9
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	26.1%	34.8%	39.1%	2
33. Pay raises depend on how well employees perform their jobs.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	13.5%	24.9%	61.7%	304
Midwest 2016	19.6%	23.8%	56.6%	40
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	26.1%	13.0%	60.9%	2
34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	46.9%	28.6%	24.5%	268
Midwest 2016	53.6%	26.4%	20.0%	30
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	28.0%	28.0%	44.0%	-

35. Employees are protected from health and safety hazards on the job.

	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	72.6%	14.8%	12.6%	45
Midwest 2016	80.5%	11.8%	7.8%	4
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	64.0%	8.0%	28.0%	-

36. My organization has prepared employees for potential security threats.

	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	57.2%	22.3%	20.4%	84
Midwest 2016	62.2%	21.0%	16.8%	7
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	56.0%	24.0%	20.0%	-

37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.

	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	49.9%	21.3%	28.8%	225
Midwest 2016	55.3%	21.5%	23.1%	23
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	56.5%	21.7%	21.7%	2

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.

	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	64.7%	18.0%	17.3%	337
Midwest 2016	71.5%	14.3%	14.3%	26
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	66.7%	8.3%	25.0%	1

39. My agency is successful at accomplishing its mission.

	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	62.2%	22.1%	15.7%	72
Midwest 2016	67.9%	18.3%	13.8%	8
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	48.0%	24.0%	28.0%	-

40. I recommend my organization as a good place to work.

	POSITIVE	NEUTRAL	NEGATIVE	
National Park Service 2016	57.0%	22.3%	20.6%	
Midwest 2016	60.7%	21.6%	17.8%	
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	45.8%	29.2%	25.0%	

41. I believe the results of this survey will be used to make my agency a better place to work.

	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	30.6%	25.9%	43.5%	355
Midwest 2016	34.4%	25.7%	39.9%	39
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	20.8%	29.2%	50.0%	1

My Supervisor/Team Leader

42. My supervisor supports my need to balance work and other life issues.

	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	77.4%	10.5%	12.0%	22
Midwest 2016	81.9%	9.2%	8.9%	1
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	68.0%	8.0%	24.0%	-

43. My supervisor provides me with opportunities to demonstrate my leadership skills.

	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	67.7%	15.1%	17.2%	23
Midwest 2016	70.8%	15.0%	14.2%	3
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	76.0%	4.0%	20.0%	-

44. Discussions with my supervisor about my performance are worthwhile.

	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	59.8%	19.3%	20.9%	67
Midwest 2016	62.3%	20.4%	17.3%	8
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	52.0%	24.0%	24.0%	-

45. My supervisor is committed to a workforce representative of all segments of society.

	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	64.8%	23.3%	11.9%	358
Midwest 2016	70.4%	20.4%	9.1%	33
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	58.3%	20.8%	20.8%	-

46. My supervisor provides me with constructive suggestions to improve my job performance.

	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	57.2%	21.7%	21.2%	35
Midwest 2016	58.7%	22.0%	19.3%	2
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	41.7%	25.0%	33.3%	-

47. Supervisors in my work unit support employee development.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	63.1%	17.5%	19.5%	71
Midwest 2016	63.9%	20.5%	15.7%	7
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	56.0%	24.0%	20.0%	-
48. My supervisor listens to what I have to say.				
	POSITIVE	NEUTRAL	NEGATIVE	
National Park Service 2016	74.3%	12.0%	13.7%	
Midwest 2016	74.5%	12.3%	13.2%	
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	64.0%	12.0%	24.0%	
49. My supervisor treats me with respect.				
	POSITIVE	NEUTRAL	NEGATIVE	
National Park Service 2016	78.8%	10.1%	11.1%	
Midwest 2016	78.8%	11.2%	10.0%	
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	68.0%	12.0%	20.0%	
50. In the last six months, my supervisor has talked with me about my performance.				
	POSITIVE	NEUTRAL	NEGATIVE	
National Park Service 2016	76.1%	9.8%	14.0%	
Midwest 2016	78.8%	8.7%	12.5%	
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	52.0%	12.0%	36.0%	
51. I have trust and confidence in my supervisor.				
	POSITIVE	NEUTRAL	NEGATIVE	
National Park Service 2016	63.3%	17.0%	19.7%	
Midwest 2016	64.9%	15.7%	19.4%	
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	52.0%	20.0%	28.0%	
52. Overall, how good a job do you feel is being done by your immediate supervisor?				
	POSITIVE	NEUTRAL	NEGATIVE	
National Park Service 2016	65.6%	19.2%	15.2%	
Midwest 2016	66.6%	19.6%	13.8%	
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	64.0%	16.0%	20.0%	
Leadership				
53. In my organization, senior leaders generate high levels of motivation and commitment in the workforce.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	31.2%	24.6%	44.2%	73
Midwest 2016	36.4%	23.5%	40.1%	9
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	29.2%	16.7%	54.2%	1
54. My organization's senior leaders maintain high standards of honesty and integrity.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	41.4%	24.8%	33.8%	260
Midwest 2016	46.9%	22.0%	31.1%	22
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	48.0%	12.0%	40.0%	-
55. Supervisors work well with employees of different backgrounds.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	57.1%	25.0%	17.9%	338
Midwest 2016	62.4%	24.4%	13.2%	34
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	48.0%	36.0%	16.0%	-
56. Managers communicate the goals and priorities of the organization.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	47.7%	22.6%	29.7%	65
Midwest 2016	54.6%	20.9%	24.6%	9
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	40.0%	16.0%	44.0%	-
57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	44.5%	29.0%	26.5%	429
Midwest 2016	52.6%	25.5%	21.9%	43
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	39.1%	34.8%	26.1%	2
58. Managers promote communication among different work units (for example, about projects, goals, needed resources).				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	43.1%	21.6%	35.3%	143
Midwest 2016	50.1%	19.9%	30.0%	9
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	40.0%	20.0%	40.0%	-

59. Managers support collaboration across work units to accomplish work objectives.

	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	48.5%	22.5%	29.1%	140
Midwest 2016	53.4%	22.6%	24.0%	9
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	44.0%	20.0%	36.0%	-

60. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?

	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	49.1%	26.6%	24.3%	300
Midwest 2016	52.6%	23.1%	24.3%	29
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	50.0%	12.5%	37.5%	1

61. I have a high level of respect for my organization's senior leaders.

	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	42.6%	26.0%	31.3%	58
Midwest 2016	45.7%	24.5%	29.8%	6
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	36.0%	20.0%	44.0%	-

62. Senior leaders demonstrate support for Work/Life programs.

	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2016	48.9%	27.0%	24.2%	419
Midwest 2016	55.8%	24.3%	19.9%	52
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	40.0%	20.0%	40.0%	5

My Satisfaction

63. How satisfied are you with your involvement in decisions that affect your work?

	POSITIVE	NEUTRAL	NEGATIVE
National Park Service 2016	47.9%	21.1%	31.0%
Midwest 2016	54.8%	17.2%	28.1%
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	56.0%	8.0%	36.0%

64. How satisfied are you with the information you receive from management on what's going on in your organization?

	POSITIVE	NEUTRAL	NEGATIVE
National Park Service 2016	41.8%	22.1%	36.1%
Midwest 2016	45.2%	23.0%	31.8%
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	44.0%	16.0%	40.0%

65. How satisfied are you with the recognition you receive for doing a good job?

	POSITIVE	NEUTRAL	NEGATIVE
National Park Service 2016	43.9%	24.1%	32.0%
Midwest 2016	51.1%	22.9%	26.0%
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	56.0%	16.0%	28.0%

66. How satisfied are you with the policies and practices of your senior leaders?

	POSITIVE	NEUTRAL	NEGATIVE
National Park Service 2016	33.6%	29.6%	36.8%
Midwest 2016	38.7%	28.7%	32.6%
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	40.0%	20.0%	40.0%

67. How satisfied are you with your opportunity to get a better job in your organization?

	POSITIVE	NEUTRAL	NEGATIVE
National Park Service 2016	32.0%	26.3%	41.7%
Midwest 2016	36.6%	25.7%	37.7%
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	28.0%	36.0%	36.0%

68. How satisfied are you with the training you receive for your present job?

	POSITIVE	NEUTRAL	NEGATIVE
National Park Service 2016	45.6%	24.3%	30.1%
Midwest 2016	51.0%	24.6%	24.4%
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	40.0%	28.0%	32.0%

69. Considering everything, how satisfied are you with your job?

	POSITIVE	NEUTRAL	NEGATIVE
National Park Service 2016	62.0%	17.7%	20.3%
Midwest 2016	65.6%	16.2%	18.3%
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	60.0%	12.0%	28.0%

70. Considering everything, how satisfied are you with your pay?

	POSITIVE	NEUTRAL	NEGATIVE
National Park Service 2016	54.2%	17.8%	28.1%
Midwest 2016	61.5%	14.1%	24.4%
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	36.0%	28.0%	36.0%

71. Considering everything, how satisfied are you with your organization?			
	POSITIVE	NEUTRAL	NEGATIVE
National Park Service 2016	50.4%	22.0%	27.7%
Midwest 2016	56.0%	18.4%	25.6%
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	40.0%	24.0%	36.0%

72. Have you been notified whether or not you are eligible to telework?				
	YES-Eligible	YES-Not Eligible	NO	Not Sure
National Park Service 2016	46.4%	20.3%	24.3%	9.0%
Midwest 2016	49.5%	21.4%	22.4%	6.7%
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	8.3%	41.7%	45.8%	4.2%

73. Please select the response below that BEST describes your teleworking situation.			
	NPS	MW	Park/Office
I telework 3 or more days per week.	2.8%	2.3%	0.0%
I telework 1 or 2 work days per week.	10.0%	7.9%	0.0%
I telework, but no more than 1 or 2 days per month.	6.6%	4.6%	0.0%
I telework very infrequently, on an unscheduled or short-term basis.	18.8%	21.4%	0.0%
I do NOT telework because I have to be physically present on the job.	35.5%	35.5%	80.0%
I do NOT telework because I have technical issues.	3.6%	2.1%	0.0%
I do NOT telework because I did not receive approval to do so.	11.8%	13.7%	16.0%
I do NOT telework because I choose not to telework.	10.8%	12.5%	4.0%

74. Do you participate in Alternative work schedules (AWS)?			
	YES	NO	NOT AVAILABLE
National Park Service 2016	46.4%	36.1%	17.5%
Midwest 2016	44.4%	38.4%	17.2%
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	16.0%	48.0%	36.0%

75. Do you participate in Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)?			
	YES	NO	NOT AVAILABLE
National Park Service 2016	28.1%	51.0%	20.8%
Midwest 2016	25.2%	49.5%	25.2%
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	12.0%	56.0%	32.0%

76. Do you participate in the Employee Assistance Program (EAP)?			
	YES	NO	NOT AVAILABLE
National Park Service 2016	24.2%	73.5%	2.4%
Midwest 2016	26.5%	71.5%	1.9%
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	24.0%	72.0%	4.0%

77. Do you participate in Child care programs (for example, daycare, parenting classes, parenting support groups)?			
	YES	NO	NOT AVAILABLE
National Park Service 2016	1.4%	69.1%	29.5%
Midwest 2016	1.3%	65.7%	32.9%
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	0.0%	52.0%	48.0%

78. Do you participate in Elder care programs (for example, support groups, speakers)?			
	YES	NO	NOT AVAILABLE
National Park Service 2016	1.5%	70.2%	28.4%
Midwest 2016	2.1%	65.1%	32.8%
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	0.0%	56.0%	44.0%

Work/Life

79. How satisfied are you with the Telework program in your agency?*				
	POSITIVE	NEUTRAL	NEGATIVE	NBJ
National Park Service 2016	76.7%	14.0%	9.4%	67
Midwest 2016	82.3%	9.4%	8.3%	9
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	-	-	-	-

* Results for this item only include employees who indicated that they participated in the Telework program on item #73.

80. How satisfied are you with the Alternative Work Schedules (AWS) program in your agency?*				
	POSITIVE	NEUTRAL	NEGATIVE	NBJ
National Park Service 2016	89.2%	7.9%	3.0%	40
Midwest 2016	87.0%	8.1%	4.9%	6
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	50.0%	50.0%	0.0%	1

* Results for this item only include employees who indicated that they participated in the Alternative Work Schedules program on item #74.

81. How satisfied are you with the Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs) in your agency?*

	POSITIVE	NEUTRAL	NEGATIVE	NBJ
National Park Service 2016	71.4%	21.7%	6.9%	77
Midwest 2016	74.0%	21.3%	4.7%	5
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	66.7%	33.3%	0.0%	-

* Results for this item only include employees who indicated that they participated in Health and Wellness Programs on item #75.

82. How satisfied are you with the Employee Assistance Program (EAP) in your agency?*

	POSITIVE	NEUTRAL	NEGATIVE	NBJ
National Park Service 2016	74.4%	20.5%	5.1%	106
Midwest 2016	77.9%	19.8%	2.3%	14
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	100.0%	0.0%	0.0%	1

* Results for this item only include employees who indicated that they participated in the Employee Assistance Program on item #76.

83. How satisfied are you with the Child Care Programs (for example, daycare, parenting classes, parenting support groups) in your agency?*

	POSITIVE	NEUTRAL	NEGATIVE	NBJ
National Park Service 2016	57.0%	40.3%	2.7%	25
Midwest 2016	100.0%	0.0%	0.0%	4
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	-	-	-	-

* Results for this item only include employees who indicated that they participated in Child Care Programs on item #77.

84. How satisfied are you with the Elder Care Programs (for example, support groups, speakers) in your agency?*

	POSITIVE	NEUTRAL	NEGATIVE	NBJ
National Park Service 2016	50.8%	47.0%	2.3%	30
Midwest 2016	75.0%	25.0%	0.0%	5
JEFFERSON NATIONAL EXPANSION MEMORIAL 2016	-	-	-	-

* Results for this item only include employees who indicated they participate in Elder Care Programs on item #78.