



IN REPLY REFER TO:

United States Department of the Interior

NATIONAL PARK SERVICE
Gateway Arch National Park
11 North Fourth Street
St. Louis, Missouri 63102-1882

May 21, 2018

10.A(JEFF)

Memorandum

To: All NPS Employees, Gateway Arch National Park

From: Superintendent, Gateway Arch National Park

Subject: Results of 2017 Employee Viewpoint Survey

Attached is the park report for the 2017 Employee Viewpoint Survey. Thank you to everyone who participated in last year's survey, and I encourage everyone to participate in the 2018 survey which is currently ongoing. Compared to the 2016 survey results, in 2017 we saw improvement in some areas and decline in other areas but overall, we continue to trend slightly lower than the median service-wide average.

Last year we formed a Park Employee Viewpoint Task Force to study the survey results and propose possible solutions to improve employee satisfaction. Task Force members initially concentrated on communication as a topic of discussion and as a result, we have made improvements in how much and how often we disseminate important information. In the coming year we plan to expand the Task Force to include partner employees as a way to broaden our understanding of issues that affect overall employee satisfaction at the park.

I encourage you to discuss the results with coworkers and your supervisor, and forward your comments and suggestions to any Task Force member. Thank you for your support as always.

Michael M. Ward

Attachment
2017 Employee Viewpoint Survey

2017 Federal Employee Viewpoint Survey Results for: Jefferson National Expansion Memorial



December 2017

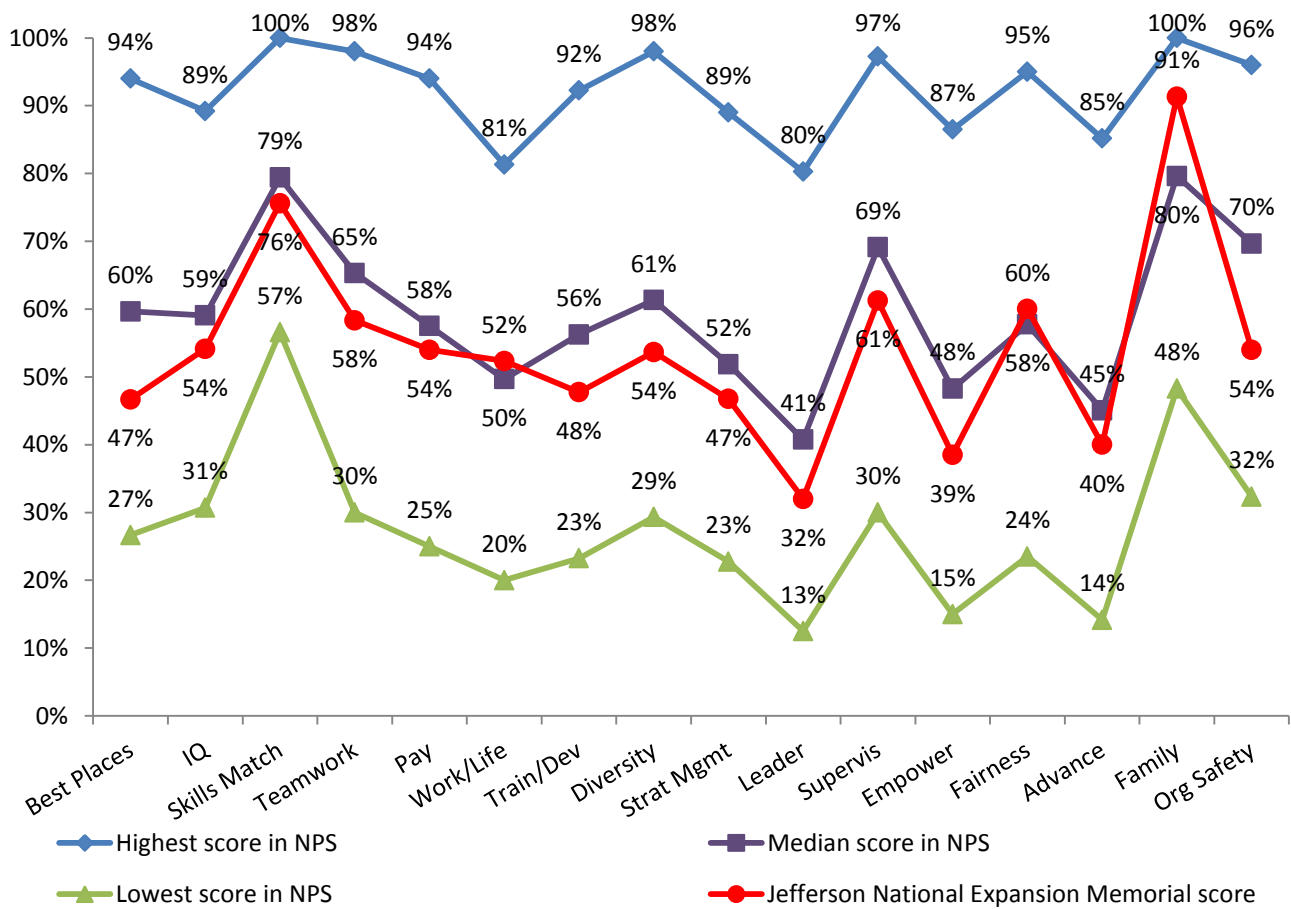
**Organizational Assessment
Human Resources Solutions
U.S. Office of Personnel Management**



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	2017	2016	2015
Best Places to Work Index	47%	49%	46%
New Inclusion Quotient (IQ) Index	54%	50%	48%
Employee Skills/Mission Match Index	76%	84%	71%
Teamwork Index	58%	59%	50%
Pay Index	54%	36%	50%
Work/Life Balance Index	52%	48%	57%
Training/Development Index	48%	52%	46%
Support for Diversity Index	54%	45%	46%
Strategic Management Index	47%	41%	39%
Effective Leadership - Leader Index	32%	39%	25%
Effective Leadership - Supervisor Index	61%	62%	56%
Effective Leadership - Empowerment Index	39%	43%	36%
Effective Leadership - Fairness Index	60%	55%	52%
Performance-Based Rewards & Advancement Index	40%	40%	33%
Family Friendly Culture Index	91%	72%	70%
Organizational Safety Index	54%	53%	62%



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 (2017)		
Question	Index Score	Park/Office	MW	NPS
		47%	62%	59%
40	I recommend my organization as a good place to work.	43%	64%	61%
69	Considering everything, how satisfied are you with your job?	58%	66%	64%
71	Considering everything, how satisfied are you with your organization?	39%	57%	53%

New Inclusion Quotient (IQ) Index		Percent Positive (2017)		
Question	Index Score	Park/Office	MW	NPS
		54%	62%	58%

IQ - Fairness Index		Percent Positive (2017)		
Question	Index Score	Park/Office	MW	NPS
		48%	53%	46%
23	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	28%	36%	31%
24	In my work unit, differences in performance are recognized in a meaningful way.	32%	40%	35%
25	Awards in my work unit depend on how well employees perform their jobs.	38%	49%	46%
37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	66%	62%	52%
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.	78%	76%	67%

IQ - Openness Index		Percent Positive (2017)		
Question	Index Score	Park/Office	MW	NPS
		47%	59%	54%
32	Creativity and innovation are rewarded.	29%	45%	38%
34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	43%	55%	49%
45	My supervisor is committed to a workforce representative of all segments of society.	65%	72%	68%
55	Supervisors work well with employees of different backgrounds.	53%	65%	62%

IQ - Cooperative Index		Percent Positive (2017)		
Question	Index Score	Park/Office	MW	NPS

58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	37%	56%	48%
59	Managers support collaboration across work units to accomplish work objectives.	41%	60%	54%

IQ - Supportive Index		Percent Positive (2017)		
Question	Index Score	Park/Office	MW	NPS

42	My supervisor supports my need to balance work and other life issues.	74%	79%	80%
46	My supervisor provides me with constructive suggestions to improve my job performance.	57%	60%	60%
48	My supervisor listens to what I have to say.	81%	77%	77%
49	My supervisor treats me with respect.	88%	81%	80%
50	In the last six months, my supervisor has talked with me about my performance.	69%	79%	79%

IQ - Empowering Index		Percent Positive (2017)		
Question	Index Score	Park/Office	MW	NPS

2	I have enough information to do my job well.	62%	70%	65%
3	I feel encouraged to come up with new and better ways of doing things.	55%	64%	61%
11	My talents are used well in the workplace.	54%	63%	58%
30	Employees have a feeling of personal empowerment with respect to work processes.	34%	48%	43%

Employee Skills/Mission Match Index		Percent Positive (2017)		
Question	Index Score	Park/Office	MW	NPS

4	My work gives me a feeling of personal accomplishment.	70%	77%	74%
5	I like the kind of work I do.	88%	89%	86%
11	My talents are used well in the workplace.	54%	63%	58%
12	I know how my work relates to the agency's goals and priorities.	83%	87%	82%
13	The work I do is important.	83%	92%	91%

Teamwork Index		Percent Positive (2017)		
Question	Index Score	Park/Office	MW	NPS

20	The people I work with cooperate to get the job done.	67%	76%	73%
26	Employees in my work unit share job knowledge with each other.	71%	74%	72%
58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	37%	56%	48%

Pay Index		Percent Positive (2017)		
		Park/Office	MW	NPS
Question	Index Score	54%	61%	56%
70	Considering everything, how satisfied are you with your pay?	54%	61%	56%

Work/Life Balance Index		Percent Positive (2017)		
		Park/Office	MW	NPS
Question	Index Score	52%	53%	50%
9	I have sufficient resources (for example, people, materials, budget) to get my job done.	33%	36%	30%
10	My workload is reasonable.	50%	42%	40%
42	My supervisor supports my need to balance work and other life issues.	74%	79%	80%

Training/Development Index		Percent Positive (2017)		
		Park/Office	MW	NPS
Question	Index Score	48%	59%	56%
1	I am given a real opportunity to improve my skills in my organization.	51%	65%	62%
2	I have enough information to do my job well.	62%	70%	65%
18	My training needs are assessed.	40%	49%	47%
68	How satisfied are you with the training you receive for your present job?	38%	53%	49%

Support for Diversity Index		Percent Positive (2017)		
		Park/Office	MW	NPS
Question	Index Score	54%	64%	60%
34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	43%	55%	49%
45	My supervisor is committed to a workforce representative of all segments of society.	65%	72%	68%
55	Supervisors work well with employees of different backgrounds.	53%	65%	62%

Strategic Management Index		Percent Positive (2017)		
		Park/Office	MW	NPS
Question	Index Score	47%	57%	51%
21	My work unit is able to recruit people with the right skills.	28%	44%	37%
27	The skill level in my work unit has improved in the past year.	43%	55%	53%
29	The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	71%	70%	65%
57	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	45%	57%	50%

Effective Leadership - Leader Index		Percent Positive (2017)		
		Park/Office	MW	NPS
Question	Index Score	32%	45%	40%
53	In my organization, leaders generate high levels of motivation and commitment in the workforce.	24%	37%	32%
54	My organization's leaders maintain high standards of honesty and integrity.	34%	44%	40%
61	I have a high level of respect for my organization's senior leaders.	38%	47%	43%
64	How satisfied are you with the information you receive from management on what's going on in your organization?	32%	52%	47%

Effective Leadership - Supervisor Index		Percent Positive (2017)		
		Park/Office	MW	NPS
Question	Index Score	61%	68%	67%
43	My supervisor provides me with opportunities to demonstrate my leadership skills.	64%	71%	70%
44	Discussions with my supervisor about my performance are worthwhile.	64%	65%	63%
47	Supervisors in my work unit support employee development.	50%	67%	67%
52	Overall, how good a job do you feel is being done by your immediate supervisor?	67%	69%	69%

Effective Leadership - Empowerment Index		Percent Positive (2017)		
		Park/Office	MW	NPS
Question	Index Score	39%	52%	48%
30	Employees have a feeling of personal empowerment with respect to work processes.	34%	48%	43%
63	How satisfied are you with your involvement in decisions that affect your work?	43%	57%	53%

Effective Leadership - Fairness Index		Percent Positive (2017)		
		Park/Office	MW	NPS
Question	Index Score	60%	63%	57%
17	I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	54%	65%	61%
37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	66%	62%	52%

Performance-Based Rewards & Advancement Index		Percent Positive (2017)		
		Park/Office	MW	NPS
Question	Index Score	40%	49%	45%
15	My performance appraisal is a fair reflection of my performance.	76%	69%	68%
22	Promotions in my work unit are based on merit.	28%	36%	34%
31	Employees are recognized for providing high quality products and services.	43%	53%	47%
32	Creativity and innovation are rewarded.	29%	45%	38%
65	How satisfied are you with the recognition you receive for doing a good job?	37%	52%	48%
67	How satisfied are you with your opportunity to get a better job in your organization?	27%	36%	32%

Family-Friendly Culture Index*		Percent Positive (2017)		
		Park/Office	MW	NPS
	Index Score*	91%	79%	79%
79	Satisfaction with telework*	-	80%	79%
80	Satisfaction with alternative work schedules (AWS)*	100%	88%	91%
81	Satisfaction with Health and Wellness Programs*	86%	70%	71%
82	Satisfaction with Employee Assistance Program (EAP)*	88%	80%	76%

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

Organizational Safety Index		Percent Positive (2017)		
		Park/Office	MW	NPS
	Index Score	54%	73%	67%
14	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	38%	71%	66%
35	Employees are protected from health and safety hazards on the job.	51%	82%	75%
36	My organization has prepared employees for potential security threats.	73%	67%	61%

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 2017	62.0%	16.2%	21.7%	
Midwest Region 2017	64.7%	15.0%	20.3%	
Jefferson National Expansion Memorial 2017	51.2%	22.0%	26.8%	
2. I have enough information to do my job well.				
	POSITIVE	NEUTRAL	NEGATIVE	
National Park Service 2017	65.3%	16.8%	17.9%	
Midwest Region 2017	70.4%	14.6%	15.0%	
Jefferson National Expansion Memorial 2017	61.9%	16.7%	21.4%	
3. I feel encouraged to come up with new and better ways of doing things.				
	POSITIVE	NEUTRAL	NEGATIVE	
National Park Service 2017	61.4%	16.7%	21.9%	
Midwest Region 2017	64.3%	16.7%	19.0%	
Jefferson National Expansion Memorial 2017	55.0%	22.5%	22.5%	
4. My work gives me a feeling of personal accomplishment.				
	POSITIVE	NEUTRAL	NEGATIVE	
National Park Service 2017	73.6%	13.7%	12.7%	
Midwest Region 2017	76.9%	11.1%	12.0%	
Jefferson National Expansion Memorial 2017	70.0%	15.0%	15.0%	
5. I like the kind of work I do.				
	POSITIVE	NEUTRAL	NEGATIVE	
National Park Service 2017	86.4%	8.8%	4.8%	
Midwest Region 2017	88.6%	7.1%	4.3%	
Jefferson National Expansion Memorial 2017	88.1%	9.5%	2.4%	
6. I know what is expected of me on the job.				
	POSITIVE	NEUTRAL	NEGATIVE	
National Park Service 2017	75.1%	13.1%	11.8%	
Midwest Region 2017	77.3%	12.0%	10.7%	
Jefferson National Expansion Memorial 2017	70.7%	22.0%	7.3%	
7. When needed I am willing to put in the extra effort to get a job done.				
	POSITIVE	NEUTRAL	NEGATIVE	
National Park Service 2017	95.3%	3.0%	1.7%	
Midwest Region 2017	95.7%	3.1%	1.2%	
Jefferson National Expansion Memorial 2017	88.1%	11.9%	0.0%	
8. I am constantly looking for ways to do my job better.				
	POSITIVE	NEUTRAL	NEGATIVE	
National Park Service 2017	91.1%	7.6%	1.3%	
Midwest Region 2017	91.7%	7.7%	0.6%	
Jefferson National Expansion Memorial 2017	85.4%	14.6%	0.0%	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2017	30.5%	14.8%	54.7%	12
Midwest Region 2017	36.3%	13.3%	50.4%	1
Jefferson National Expansion Memorial 2017	33.3%	14.3%	52.4%	-
10. My workload is reasonable.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2017	40.4%	17.6%	42.0%	3
Midwest Region 2017	42.2%	17.4%	40.3%	-
Jefferson National Expansion Memorial 2017	50.0%	16.7%	33.3%	-

11. My talents are used well in the workplace.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2017	58.2%	16.2%	25.6%	20
Midwest Region 2017	62.5%	13.1%	24.4%	3
Jefferson National Expansion Memorial 2017	53.8%	15.4%	30.8%	-
12. I know how my work relates to the agency's goals and priorities.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2017	82.2%	10.6%	7.2%	18
Midwest Region 2017	86.6%	8.7%	4.7%	-
Jefferson National Expansion Memorial 2017	83.3%	9.5%	7.1%	-
13. The work I do is important.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2017	91.5%	6.2%	2.4%	15
Midwest Region 2017	92.1%	6.3%	1.6%	2
Jefferson National Expansion Memorial 2017	83.3%	11.9%	4.8%	-
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 2017	66.3%	14.9%	18.8%	25
Midwest Region 2017	70.9%	13.1%	16.0%	2
Jefferson National Expansion Memorial 2017	38.1%	11.9%	50.0%	-
15. My performance appraisal is a fair reflection of my performance.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2017	68.1%	15.3%	16.6%	118
Midwest Region 2017	69.2%	15.9%	14.9%	11
Jefferson National Expansion Memorial 2017	75.6%	14.6%	9.8%	-
16. I am held accountable for achieving results.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2017	79.6%	13.2%	7.3%	36
Midwest Region 2017	81.5%	12.6%	5.9%	2
Jefferson National Expansion Memorial 2017	70.7%	19.5%	9.8%	-
17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2017	60.8%	16.7%	22.6%	232
Midwest Region 2017	64.7%	15.8%	19.5%	23
Jefferson National Expansion Memorial 2017	53.7%	26.8%	19.5%	1
18. My training needs are assessed.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2017	47.3%	23.4%	29.3%	43
Midwest Region 2017	49.2%	23.3%	27.5%	7
Jefferson National Expansion Memorial 2017	40.5%	28.6%	31.0%	-
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 2017	69.1%	14.1%	16.9%	145
Midwest Region 2017	71.6%	13.8%	14.7%	10
Jefferson National Expansion Memorial 2017	65.9%	22.0%	12.2%	1
My Work Unit				
20. The people I work with cooperate to get the job done.				
	POSITIVE	NEUTRAL	NEGATIVE	
National Park Service 2017	73.4%	12.8%	13.8%	
Midwest Region 2017	75.8%	10.6%	13.6%	
Jefferson National Expansion Memorial 2017	66.7%	9.5%	23.8%	
21. My work unit is able to recruit people with the right skills.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2017	36.8%	23.3%	39.9%	120
Midwest Region 2017	44.1%	21.6%	34.3%	11
Jefferson National Expansion Memorial 2017	27.5%	25.0%	47.5%	2
22. Promotions in my work unit are based on merit.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2017	33.7%	28.2%	38.1%	372
Midwest Region 2017	36.2%	29.2%	34.6%	46
Jefferson National Expansion Memorial 2017	28.2%	35.9%	35.9%	2

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 2017	31.5%	25.9%	42.7%	447
Midwest Region 2017	36.1%	25.5%	38.5%	52
Jefferson National Expansion Memorial 2017	27.5%	20.0%	52.5%	2
24. In my work unit, differences in performance are recognized in a meaningful way.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2017	34.6%	27.7%	37.6%	314
Midwest Region 2017	40.4%	25.3%	34.2%	34
Jefferson National Expansion Memorial 2017	31.7%	24.4%	43.9%	1
25. Awards in my work unit depend on how well employees perform their jobs.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2017	46.3%	22.8%	30.8%	424
Midwest Region 2017	49.3%	23.3%	27.4%	27
Jefferson National Expansion Memorial 2017	38.5%	38.5%	23.1%	2
26. Employees in my work unit share job knowledge with each other.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2017	72.0%	14.2%	13.8%	20
Midwest Region 2017	74.4%	13.2%	12.4%	2
Jefferson National Expansion Memorial 2017	71.4%	11.9%	16.7%	-
27. The skill level in my work unit has improved in the past year.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2017	52.8%	27.9%	19.3%	164
Midwest Region 2017	55.0%	27.5%	17.5%	17
Jefferson National Expansion Memorial 2017	42.9%	42.9%	14.3%	-
28. How would you rate the overall quality of work done by your work unit?				
	POSITIVE	NEUTRAL	NEGATIVE	
National Park Service 2017	81.4%	14.7%	3.9%	
Midwest Region 2017	83.1%	13.5%	3.4%	
Jefferson National Expansion Memorial 2017	76.2%	21.4%	2.4%	
My Agency				
29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2017	64.6%	19.0%	16.4%	83
Midwest Region 2017	70.1%	15.7%	14.2%	6
Jefferson National Expansion Memorial 2017	70.7%	12.2%	17.1%	-
30. Employees have a feeling of personal empowerment with respect to work processes.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2017	43.2%	24.4%	32.4%	111
Midwest Region 2017	47.7%	23.9%	28.4%	9
Jefferson National Expansion Memorial 2017	34.1%	24.4%	41.5%	-
31. Employees are recognized for providing high quality products and services.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2017	47.2%	23.1%	29.8%	120
Midwest Region 2017	53.4%	20.8%	25.8%	11
Jefferson National Expansion Memorial 2017	42.5%	12.5%	45.0%	1
32. Creativity and innovation are rewarded.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2017	38.2%	28.4%	33.4%	160
Midwest Region 2017	45.0%	25.7%	29.4%	12
Jefferson National Expansion Memorial 2017	29.3%	29.3%	41.5%	-
33. Pay raises depend on how well employees perform their jobs.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2017	15.5%	27.0%	57.6%	416
Midwest Region 2017	17.7%	31.0%	51.4%	47
Jefferson National Expansion Memorial 2017	10.5%	28.9%	60.5%	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 2017	49.1%	29.5%	21.4%	318
Midwest Region 2017	55.1%	27.5%	17.4%	30
Jefferson National Expansion Memorial 2017	42.5%	35.0%	22.5%	1

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

	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2017	74.7%	13.4%	11.9%	59
Midwest Region 2017	82.1%	11.3%	6.6%	2
Jefferson National Expansion Memorial 2017	51.2%	17.1%	31.7%	-

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

	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2017	60.8%	20.6%	18.7%	103
Midwest Region 2017	66.6%	18.6%	14.8%	7
Jefferson National Expansion Memorial 2017	73.2%	9.8%	17.1%	-

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

	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2017	52.5%	21.9%	25.6%	285
Midwest Region 2017	62.1%	18.5%	19.3%	26
Jefferson National Expansion Memorial 2017	65.8%	18.4%	15.8%	3

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 2017	67.3%	18.1%	14.6%	458
Midwest Region 2017	75.8%	14.0%	10.1%	45
Jefferson National Expansion Memorial 2017	77.8%	16.7%	5.6%	5

39. My agency is successful at accomplishing its mission.

	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2017	65.3%	21.1%	13.7%	71
Midwest Region 2017	70.9%	18.4%	10.8%	7
Jefferson National Expansion Memorial 2017	61.0%	22.0%	17.1%	-

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

	POSITIVE	NEUTRAL	NEGATIVE
National Park Service 2017	60.6%	20.9%	18.6%
Midwest Region 2017	64.4%	19.4%	16.1%
Jefferson National Expansion Memorial 2017	42.9%	28.6%	28.6%

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 2017	33.3%	25.9%	40.8%	455
Midwest Region 2017	36.1%	25.1%	38.7%	51
Jefferson National Expansion Memorial 2017	24.4%	34.1%	41.5%	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 2017	80.1%	9.8%	10.1%	32
Midwest Region 2017	79.5%	11.0%	9.5%	3
Jefferson National Expansion Memorial 2017	73.8%	11.9%	14.3%	-

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

	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2017	69.7%	14.6%	15.7%	36
Midwest Region 2017	71.1%	13.0%	15.9%	4
Jefferson National Expansion Memorial 2017	64.3%	16.7%	19.0%	-

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

	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2017	63.2%	18.3%	18.6%	80
Midwest Region 2017	65.0%	16.4%	18.6%	6
Jefferson National Expansion Memorial 2017	64.3%	16.7%	19.0%	-

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

	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2017	68.3%	20.7%	11.0%	469
Midwest Region 2017	71.6%	18.2%	10.2%	55
Jefferson National Expansion Memorial 2017	65.0%	22.5%	12.5%	2

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

	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2017	59.8%	20.7%	19.5%	40
Midwest Region 2017	60.3%	20.3%	19.4%	3
Jefferson National Expansion Memorial 2017	57.1%	26.2%	16.7%	-

47. Supervisors in my work unit support employee development.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2017	66.6%	16.7%	16.7%	99
Midwest Region 2017	66.6%	16.6%	16.8%	9
Jefferson National Expansion Memorial 2017	50.0%	26.2%	23.8%	-
48. My supervisor listens to what I have to say.				
	POSITIVE	NEUTRAL	NEGATIVE	
National Park Service 2017	76.5%	11.2%	12.3%	
Midwest Region 2017	76.9%	10.7%	12.5%	
Jefferson National Expansion Memorial 2017	81.0%	9.5%	9.5%	
49. My supervisor treats me with respect.				
	POSITIVE	NEUTRAL	NEGATIVE	
National Park Service 2017	80.2%	10.2%	9.6%	
Midwest Region 2017	81.0%	10.5%	8.4%	
Jefferson National Expansion Memorial 2017	88.1%	7.1%	4.8%	
50. In the last six months, my supervisor has talked with me about my performance.				
	POSITIVE	NEUTRAL	NEGATIVE	
National Park Service 2017	78.6%	9.8%	11.7%	
Midwest Region 2017	79.4%	10.1%	10.5%	
Jefferson National Expansion Memorial 2017	69.0%	16.7%	14.3%	
51. I have trust and confidence in my supervisor.				
	POSITIVE	NEUTRAL	NEGATIVE	
National Park Service 2017	66.7%	15.9%	17.5%	
Midwest Region 2017	68.2%	15.0%	16.8%	
Jefferson National Expansion Memorial 2017	64.3%	19.0%	16.7%	
52. Overall, how good a job do you feel is being done by your immediate supervisor?				
	POSITIVE	NEUTRAL	NEGATIVE	
National Park Service 2017	68.7%	17.8%	13.5%	
Midwest Region 2017	69.4%	17.3%	13.4%	
Jefferson National Expansion Memorial 2017	66.7%	21.4%	11.9%	
Leadership				
53. In my organization, senior leaders generate high levels of motivation and commitment in the workforce.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2017	31.8%	26.2%	42.0%	149
Midwest Region 2017	36.9%	24.7%	38.4%	10
Jefferson National Expansion Memorial 2017	24.4%	19.5%	56.1%	-
54. My organization's senior leaders maintain high standards of honesty and integrity.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2017	40.4%	26.5%	33.1%	331
Midwest Region 2017	43.9%	25.2%	30.9%	42
Jefferson National Expansion Memorial 2017	34.2%	21.1%	44.7%	3
55. Supervisors work well with employees of different backgrounds.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2017	62.3%	22.9%	14.7%	349
Midwest Region 2017	65.1%	23.5%	11.4%	32
Jefferson National Expansion Memorial 2017	52.6%	28.9%	18.4%	3
56. Managers communicate the goals and priorities of the organization.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2017	52.7%	21.6%	25.8%	82
Midwest Region 2017	56.4%	20.2%	23.4%	5
Jefferson National Expansion Memorial 2017	45.0%	22.5%	32.5%	-
57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2017	49.7%	26.5%	23.8%	439
Midwest Region 2017	57.3%	23.1%	19.6%	51
Jefferson National Expansion Memorial 2017	44.7%	31.6%	23.7%	2
58. Managers promote communication among different work units (for example, about projects, goals, needed resources).				
	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2017	48.2%	21.7%	30.1%	146
Midwest Region 2017	55.8%	18.2%	26.0%	9
Jefferson National Expansion Memorial 2017	36.6%	19.5%	43.9%	-

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

	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2017	53.6%	21.2%	25.3%	156
Midwest Region 2017	59.5%	18.4%	22.1%	7
Jefferson National Expansion Memorial 2017	41.5%	22.0%	36.6%	-

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 2017	54.4%	24.8%	20.8%	427
Midwest Region 2017	58.3%	21.7%	20.1%	39
Jefferson National Expansion Memorial 2017	52.5%	25.0%	22.5%	1

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

	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2017	42.6%	28.0%	29.4%	110
Midwest Region 2017	46.7%	27.2%	26.1%	16
Jefferson National Expansion Memorial 2017	38.5%	28.2%	33.3%	1

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

	POSITIVE	NEUTRAL	NEGATIVE	DNK
National Park Service 2017	49.8%	27.9%	22.4%	645
Midwest Region 2017	50.9%	28.6%	20.5%	67
Jefferson National Expansion Memorial 2017	36.1%	22.2%	41.7%	5

My Satisfaction

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

	POSITIVE	NEUTRAL	NEGATIVE
National Park Service 2017	52.6%	20.6%	26.7%
Midwest Region 2017	56.7%	18.3%	24.9%
Jefferson National Expansion Memorial 2017	42.5%	27.5%	30.0%

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 2017	47.0%	22.5%	30.5%
Midwest Region 2017	51.5%	20.7%	27.8%
Jefferson National Expansion Memorial 2017	31.7%	24.4%	43.9%

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

	POSITIVE	NEUTRAL	NEGATIVE
National Park Service 2017	48.0%	23.4%	28.6%
Midwest Region 2017	52.0%	23.4%	24.6%
Jefferson National Expansion Memorial 2017	36.6%	36.6%	26.8%

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

	POSITIVE	NEUTRAL	NEGATIVE
National Park Service 2017	35.2%	32.0%	32.8%
Midwest Region 2017	43.0%	27.7%	29.3%
Jefferson National Expansion Memorial 2017	34.1%	31.7%	34.1%

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

	POSITIVE	NEUTRAL	NEGATIVE
National Park Service 2017	32.0%	26.9%	41.1%
Midwest Region 2017	35.9%	23.8%	40.3%
Jefferson National Expansion Memorial 2017	26.8%	36.6%	36.6%

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

	POSITIVE	NEUTRAL	NEGATIVE
National Park Service 2017	49.5%	23.1%	27.5%
Midwest Region 2017	53.0%	21.3%	25.7%
Jefferson National Expansion Memorial 2017	37.5%	30.0%	32.5%

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

	POSITIVE	NEUTRAL	NEGATIVE
National Park Service 2017	64.2%	18.2%	17.6%
Midwest Region 2017	66.1%	17.7%	16.3%
Jefferson National Expansion Memorial 2017	57.5%	27.5%	15.0%

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

	POSITIVE	NEUTRAL	NEGATIVE
National Park Service 2017	56.0%	17.8%	26.1%
Midwest Region 2017	60.7%	14.0%	25.3%
Jefferson National Expansion Memorial 2017	53.7%	17.1%	29.3%

71. Considering everything, how satisfied are you with your organization?

	POSITIVE	NEUTRAL	NEGATIVE
National Park Service 2017	53.3%	22.3%	24.5%
Midwest Region 2017	56.8%	20.6%	22.6%
Jefferson National Expansion Memorial 2017	39.0%	31.7%	29.3%

72. Have you been notified whether or not you are eligible to telework?

	YES-Eligible	YES-Not Eligible	NO	Not Sure
National Park Service 2017	49.0%	20.2%	22.1%	8.8%
Midwest Region 2017	47.8%	23.3%	18.7%	10.1%
Jefferson National Expansion Memorial 2017	2.5%	40.0%	42.5%	15.0%

73. Please select the response below that BEST describes your teleworking situation.

	DOI	NPS	X
I telework 3 or more days per week.	3.2%	2.8%	0.0%
I telework 1 or 2 work days per week.	11.2%	8.8%	0.0%
I telework, but no more than 1 or 2 days per month.	7.0%	6.0%	0.0%
I telework very infrequently, on an unscheduled or short-term basis.	18.9%	21.0%	0.0%
I do NOT telework because I have to be physically present on the job.	35.9%	36.1%	75.6%
I do NOT telework because I have technical issues.	3.2%	1.5%	2.4%
I do NOT telework because I did not receive approval to do so.	9.7%	11.5%	17.1%
I do NOT telework because I choose not to telework.	11.0%	12.3%	4.9%

74. Do you participate in Alternative work schedules (AWS)?

	YES	NO	NOT AVAILABLE
National Park Service 2017	47.9%	36.7%	15.4%
Midwest Region 2017	45.6%	38.7%	15.7%
Jefferson National Expansion Memorial 2017	7.3%	48.8%	43.9%

75. Do you participate in Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)?

	YES	NO	NOT AVAILABLE
National Park Service 2017	30.3%	52.1%	17.6%
Midwest Region 2017	32.7%	49.3%	18.0%
Jefferson National Expansion Memorial 2017	17.1%	41.5%	41.5%

76. Do you participate in the Employee Assistance Program (EAP)?

	YES	NO	NOT AVAILABLE
National Park Service 2017	23.3%	74.6%	2.0%
Midwest Region 2017	25.0%	73.0%	2.0%
Jefferson National Expansion Memorial 2017	19.5%	78.0%	2.4%

77. Do you participate in Child care programs (for example, daycare, parenting classes, parenting support groups)?

	YES	NO	NOT AVAILABLE
National Park Service 2017	1.7%	69.6%	28.7%
Midwest Region 2017	2.0%	68.1%	29.9%
Jefferson National Expansion Memorial 2017	0.0%	65.9%	34.1%

78. Do you participate in Elder care programs (for example, support groups, speakers)?

	YES	NO	NOT AVAILABLE
National Park Service 2017	1.3%	70.5%	28.2%
Midwest Region 2017	1.5%	68.1%	30.4%
Jefferson National Expansion Memorial 2017	0.0%	68.3%	31.7%

Work/Life

79. How satisfied are you with the Telework program in your agency?*

	POSITIVE	NEUTRAL	NEGATIVE	NBJ
National Park Service 2017	78.9%	13.4%	7.8%	67
Midwest Region 2017	79.8%	14.7%	5.6%	6
Jefferson National Expansion Memorial 2017	#DIV/0!	#DIV/0!	#DIV/0!	-

* 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 2017	90.7%	6.5%	2.8%	42
Midwest Region 2017	88.1%	8.2%	3.8%	3
Jefferson National Expansion Memorial 2017	100.0%	0.0%	0.0%	-

* 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 2017	71.5%	22.2%	6.4%	90
Midwest Region 2017	70.0%	21.4%	8.6%	7
Jefferson National Expansion Memorial 2017	85.7%	14.3%	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 2017	75.8%	19.1%	5.1%	128
Midwest Region 2017	79.5%	12.4%	8.1%	8
Jefferson National Expansion Memorial 2017	87.5%	12.5%	0.0%	-

* 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 2017	66.9%	23.5%	9.6%	49
Midwest Region 2017	81.8%	9.1%	9.1%	4
Jefferson National Expansion Memorial 2017	-	-	-	-

* 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 2017	69.4%	29.4%	1.2%	46
Midwest Region 2017	88.9%	11.1%	0.0%	5
Jefferson National Expansion Memorial 2017	-	-	-	-

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