



# Appendix A: Item Results and Benchmarks

For each item, your agency's percent positive results are shown on a 0 to 100 scale, with the triangular arrow indicating where your agency falls. The gray bars represent the range of scores for the 42 small agencies surveyed that had 10 or more respondents.

To understand how well your agency performed compared to other small agencies, focus on the location of the triangle within the gray bar. If the triangle is toward the right side of the bar, then your agency was above average on that item. If it is at the right edge of the bar, then you had the highest percent positive results for that item. Additionally, you can numerically compare your percent positive results to the combined small agency average, listed to the right of each item.

## My Work Experience

Item	0	Low	FRTIB	High	100	2020 Small Agencies, Combined
‡1. I am given a real opportunity to improve my skills in my organization.			76%			74%
2. I feel encouraged to come up with new and better ways of doing things.			71%			71%
3. My work gives me a feeling of personal accomplishment.			77%			79%
4. I know what is expected of me on the job.			83%			84%
‡5. My workload is reasonable.			69%			68%
‡6. My talents are used well in the workplace.			67%			69%
‡7. I know how my work relates to the agency's goals.			90%			89%
‡8. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.			66%			67%

Note: Items included on the Annual Employee Survey are noted by a double dagger (‡).



## Appendix A: Item Results and Benchmarks (continued)

### My Work Unit

Item	0	Low	FRTIB	High	100	2020 Small Agencies, Combined
‡9. The people I work with cooperate to get the job done.						87%
10. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.						51%
11. See Performance Section						
‡12. In my work unit, differences in performance are recognized in a meaningful way.						56%
‡13. My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.						86%

Note: Items included on the Annual Employee Survey are noted by a double dagger (‡).

### Performance

Item	2020 Agency	2020 Small Agencies, Combined
11. In my work unit, poor performers usually:		
Remain in the work unit and improve their performance over time	19%	20%
Remain in the work unit and continue to underperform	37%	35%
Leave the work unit - removed or transferred	8%	9%
Leave the work unit - quit	4%	4%
There are no poor performers in my work unit	32%	33%

Note: The sum of percentages may not add to 100 due to rounding.



## Appendix A: Item Results and Benchmarks (continued)

### My Agency

Item	0	Low	FRTIB	High	100	2020 Small Agencies, Combined
14. Employees are recognized for providing high quality products and services.						70%
15. Employees are protected from health and safety hazards on the job.						85%
16. My agency is successful at accomplishing its mission.						83%
‡17. I recommend my organization as a good place to work.						73%
‡18. I believe the results of this survey will be used to make my agency a better place to work.						54%

Note: Items included on the Annual Employee Survey are noted by a double dagger (‡).

### My Supervisor

Item	0	Low	FRTIB	High	100	2020 Small Agencies, Combined
19. My supervisor supports my need to balance work and other life issues.						89%
20. My supervisor is committed to a workforce representative of all segments of society.						82%
21. Supervisors in my work unit support employee development.						83%
22. My supervisor listens to what I have to say.						86%
23. My supervisor treats me with respect.						88%
24. I have trust and confidence in my supervisor.						79%
25. Overall, how good a job do you feel is being done by your immediate supervisor?						82%



## Appendix A: Item Results and Benchmarks (continued)

### Leadership

Item	0	Low	FRTIB	High	100	2020 Small Agencies, Combined
26. In my organization, senior leaders generate high levels of motivation and commitment in the workforce.						55%
27. My organization's senior leaders maintain high standards of honesty and integrity.						62%
‡28. Managers communicate the goals of the organization.						70%
29. Managers promote communication among different work units (for example, about projects, goals, needed resources).						61%
30. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?						69%
31. I have a high level of respect for my organization's senior leaders.						63%
32. Senior leaders demonstrate support for Work-Life programs.						74%

Note: Items included on the Annual Employee Survey are noted by a double dagger (‡).



## Appendix A: Item Results and Benchmarks (continued)

### My Satisfaction

Item	FRTIB			2020 Small Agencies, Combined
	0	Low	High	
‡33. How satisfied are you with your involvement in decisions that affect your work?				61%
‡34. How satisfied are you with the information you receive from management on what's going on in your organization?				63%
‡35. How satisfied are you with the recognition you receive for doing a good job?				64%
‡36. Considering everything, how satisfied are you with your job?				75%
37. Considering everything, how satisfied are you with your pay?				68%
‡38. Considering everything, how satisfied are you with your organization?				70%

Note: Items included on the Annual Employee Survey are noted by a double dagger (‡).

### COVID-19 Pandemic

39 - 57. (See Appendix B)



## Appendix A: Item Results and Benchmarks (continued)

### Work-Life

Item	0	Low	FRTIB	High	100	2020 Small Agencies, Combined
58. How satisfied are you with the Telework program in your agency?						84%
59. Which of the following Work-Life programs have you participated in or used at your agency within the last 12 months? (See Appendix C)						
60 - 64. How satisfied are you with the following Work-Life programs in your agency?						
60. Alternative Work Schedules (for example, compressed work schedule, flexible work schedule)						86%
61. Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR Training, health and wellness fair)						72%
62. Employee Assistance Program – EAP (for example, short-term counseling, referral services, legal services, education services)						56%
63. Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, subsidy, flexible spending account)						42%
64. Elder Care Programs (for example, elder/adult care, support groups, resources)						31%