

**APPENDIX C: EMPLOYEE TRAINING QUESTIONS,
1996-97 JPSM PRACTICUM,
ORGANIZATIONAL CLIMATE SURVEY AT FEDERAL STATISTICAL AGENCIES**

Organizational Climate at Federal Statistical Agencies

- This survey is about your perceptions of the organizational climate in your agency. Please answer based on your experiences of the overall climate in your agency.
- Your responses to this questionnaire are strictly confidential. Any information that could identify you will never be linked to your answers.

A Survey Conducted for Federal Statistical Agencies
by
Joint Program in Survey Methodology and the Survey Research Center

On the following scale, circle the number to indicate how much you agree or disagree with each statement.

STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE
----------------------	----------	---------	-------	-------------------

A. Your Experience of Communication and Information Sharing in the Agency

- | | | | | | |
|---|---|---|---|---|---|
| 1. Top level management encourages open and candid communication. | 1 | 2 | 3 | 4 | 5 |
| 2. Top level managers disregard employee ideas for improvements. | 1 | 2 | 3 | 4 | 5 |
| 3. Agency policies are clearly communicated. | 1 | 2 | 3 | 4 | 5 |
| 4. There is poor communication between different parts of the agency. | 1 | 2 | 3 | 4 | 5 |
| 5. Employees are kept informed about issues affecting their jobs. | 1 | 2 | 3 | 4 | 5 |
| 6. Employees regularly share job-related information with each other. | 1 | 2 | 3 | 4 | 5 |
| 7. Poor communication seriously hurts agency performance. | 1 | 2 | 3 | 4 | 5 |
| 8. Employees receive useful feedback on their work. | 1 | 2 | 3 | 4 | 5 |

B. Your Experience of Top Level Agency Management in the Agency

- | | | | | | |
|---|---|---|---|---|---|
| 1. The ratio of managers to employees is appropriate. | 1 | 2 | 3 | 4 | 5 |
| 2. Management lets employees know how their work contributes to the agency's mission and goals. | 1 | 2 | 3 | 4 | 5 |
| 3. Management sets a good example. | 1 | 2 | 3 | 4 | 5 |
| 4. Management looks after employees' interests. | 1 | 2 | 3 | 4 | 5 |
| 5. Managers have poor managerial skills. | 1 | 2 | 3 | 4 | 5 |

STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE
----------------------	----------	---------	-------	-------------------

C. Your Experience of Employee Involvement and Teamwork in the Agency

- | | | | | | |
|--|---|---|---|---|---|
| 1. A spirit of cooperation and teamwork exists in the agency. | 1 | 2 | 3 | 4 | 5 |
| 2. Employees have little say about what assignments they receive. | 1 | 2 | 3 | 4 | 5 |
| 3. Opinions are considered on their merit regardless of the employee's rank. | 1 | 2 | 3 | 4 | 5 |
| 4. Employees have a sense of ownership in their work. | 1 | 2 | 3 | 4 | 5 |
| 5. Work is distributed fairly among employees. | 1 | 2 | 3 | 4 | 5 |

D. Your Experience of Innovation and Change in the Agency

- | | | | | | | |
|---|---|---|---|---|---|---|
| 1. Creativity and innovation are valued. | 1 | 2 | 3 | 4 | 5 | 9 |
| 2. Supervisors/team leaders are open to new ways of doing things. | 1 | 2 | 3 | 4 | 5 | 9 |
| 3. Employees are encouraged to try new ways of doing things, even when there is some risk of failure. | 1 | 2 | 3 | 4 | 5 | 9 |
| 4. It is difficult to get things changed in the agency. | 1 | 2 | 3 | 4 | 5 | 9 |

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE
E. <u>Your Experience of General Agency Mission and Goals</u>					
1. Employees have a sense of loyalty to the agency.	1	2	3	4	5
2. The agency's mission is clearly understood by employees.	1	2	3	4	5
3. Employees can participate in developing agency goals.	1	2	3	4	5
4. Management effectively communicates the agency's mission to employees.	1	2	3	4	5
5. The agency's work is valued by the public.	1	2	3	4	5
F. <u>Your Experience of Internal and External Customer Service in the Agency</u>					
1. Employees are unsure who their customers are.	1	2	3	4	5
2. Employees are recognized for providing high quality products and services to customers.	1	2	3	4	5
3. Employees feel that customer requests interfere with their real work.	1	2	3	4	5
4. Customers are satisfied with the agency's products and services.	1	2	3	4	5
5. Internal customers often do not receive good service from other agency staff.	1	2	3	4	5

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	9
G. <u>Your Experience of Rewards and Recognition in the Agency</u>						
1. Performance is evaluated fairly.	1	2	3	4	5	9
2. Agency awards go to the most deserving people.	1	2	3	4	5	9
3. Opportunities for advancement in the agency are inadequate.	1	2	3	4	5	9
4. Employee promotions are based on performance and qualifications.	1	2	3	4	5	9
H. <u>Your Experience of Training and Career Development in the Agency</u>						
1. Employees receive the training necessary to do their jobs.	1	2	3	4	5	9
2. Employees receive necessary training about new technologies.	1	2	3	4	5	9
3. Training opportunities are unfairly allocated across employees or work units.	1	2	3	4	5	9
4. Supervisors/team leaders support employee efforts to learn outside the job (e.g. conferences, continuing education, membership in trade or professional organizations).	1	2	3	4	5	9
5. High priority is given to providing appropriate training.	1	2	3	4	5	9
J. <u>Your Experience of Job Security in the Agency</u>						
1. The agency takes actions to avoid layoffs or reductions in force.	1	2	3	4	5	9
2. The agency keeps employees well informed of job changes that affect them.	1	2	3	4	5	9
3. The agency does not seem concerned about its employees' futures.	1	2	3	4	5	9

STRONGLY
DISAGREE

DISAGREE

NEUTRAL

AGREE

STRONGLY
AGREE

K. Your Experience of Work Environment and Resources in the Agency

- | | | | | | |
|---|---|---|---|---|---|
| 1. Employees have adequate resources (e.g. computers, fax machines, software) to do their job well. | 1 | 2 | 3 | 4 | 5 |
| 2. The physical environment in my office makes it difficult to do my job well. | 1 | 2 | 3 | 4 | 5 |
| 3. The agency has programs or facilities to promote a healthy lifestyle. | 1 | 2 | 3 | 4 | 5 |
| 4. The agency has too few employees to accomplish its goals effectively. | 1 | 2 | 3 | 4 | 5 |
| 5. Red tape and unnecessary rules interfere with completing work on time. | 1 | 2 | 3 | 4 | 5 |

L. Your Experience with Accommodation of Employee's Personal Needs

- | | | | | | |
|--|---|---|---|---|---|
| 1. Employees who take time off for family, medical or personal reasons hurt their career opportunities. | 1 | 2 | 3 | 4 | 5 |
| 2. Supervisors/team leaders try to accommodate employees' needs to deal with family/personal responsibilities. | 1 | 2 | 3 | 4 | 5 |
| 3. The agency has effective programs to help with personal and family responsibilities or problems. | 1 | 2 | 3 | 4 | 5 |
| 4. The agency's work schedule policies try to accommodate employees' personal needs. | 1 | 2 | 3 | 4 | 5 |

STRONGLY
DISAGREE

DISAGREE

NEUTRAL

AGREE

STRONGLY
AGREE

DO NOT KNOW

M. Your Experience of Diversity in the Agency

1. The agency does not do enough to promote diversity in the workplace.	1	2	3	4	5	9
2. Differences among individuals are respected by employees.	1	2	3	4	5	9
3. The agency works hard to accommodate people with disabilities.	1	2	3	4	5	9
4. The agency does a good job of preventing sexual harassment in the workplace.	1	2	3	4	5	9
5. Managers deal effectively with complaints about sexual harassment.	1	2	3	4	5	9
6. Managers deal effectively with complaints about prejudice or discrimination.	1	2	3	4	5	9
7. Supervisors/team leaders work well with employees of different backgrounds.	1	2	3	4	5	9

STRONGLY
DISAGREE

DISAGREE

NEUTRAL

AGREE

STRONGLY
AGREE

N. Your Experience with Supervision in the Agency

1. Supervisors/team leaders seek employee input before making work decisions.	1	2	3	4	5	6
2. Supervisors/team leaders rarely provide employees with constructive suggestions to improve their job performance.	1	2	3	4	5	6
3. Supervisors/team leaders trust employees to do the job correctly.	1	2	3	4	5	6
4. Supervisors/team leaders communicate the level of job performance expected of employees.	1	2	3	4	5	6
5. Supervisors/team leaders are effective in resolving work-related conflicts.	1	2	3	4	5	6
6. Supervisors/team leaders and their employees respect one another.	1	2	3	4	5	6

P. Job Satisfaction and General Perceptions of the Agency

1. My pay is fair for the work I do.	1	2	3	4	5	6
2. I am satisfied with the benefits package the agency provides.	1	2	3	4	5	6
3. I am satisfied with the agency's leave policies.	1	2	3	4	5	6
4. I have the opportunity to excel in my work.	1	2	3	4	5	6
5. The work I do is boring.	1	2	3	4	5	6
6. I like the people I work with.	1	2	3	4	5	6
7. My job allows me to do the kind of work I enjoy.	1	2	3	4	5	6

8. Overall, how satisfied are you with your job?

- 1 VERY DISSATISFIED
- 2 DISSATISFIED
- 3 NEITHER SATISFIED NOR DISSATISFIED
- 4 SATISFIED
- 5 VERY SATISFIED

9. How satisfied are you with the overall conditions in the agency?

- 1 VERY DISSATISFIED
- 2 DISSATISFIED
- 3 NEITHER SATISFIED NOR DISSATISFIED
- 4 SATISFIED
- 5 VERY SATISFIED

10. Overall, how satisfied are you with the training you have received at the agency?

- 1 VERY DISSATISFIED
- 2 DISSATISFIED
- 3 NEITHER SATISFIED NOR DISSATISFIED
- 4 SATISFIED
- 5 VERY SATISFIED

11. Currently, would you say your morale is:

- 1 VERY LOW
- 2 LOW
- 3 NEITHER LOW NOR HIGH
- 4 HIGH
- 5 VERY HIGH

12. Would you say the morale of agency employees is:

- 1 VERY LOW
- 2 LOW
- 3 NEITHER LOW NOR HIGH
- 4 HIGH
- 5 VERY HIGH

13. Would you say the quality of products and services provided by the agency is:

- 1 VERY BAD
- 2 BAD
- 3 NEITHER BAD NOR GOOD
- 4 GOOD
- 5 VERY GOOD
- 9 DON'T KNOW

14. As an organization to work for, would you say the agency is:

- 1 VERY BAD
- 2 BAD
- 3 NEITHER BAD NOR GOOD
- 4 GOOD
- 5 VERY GOOD
- 9 DON'T KNOW

15. How likely do you think it is that this survey will result in changes in the agency?

- 1 VERY UNLIKELY
- 2 UNLIKELY
- 3 NEITHER UNLIKELY NOR LIKELY
- 3 LIKELY
- 4 VERY LIKELY
- 9 DON'T KNOW

R. Background Questions

These items will be used for subgroup analysis only, and will not be used to identify individual respondents. Background information that could be used to identify individuals will be suppressed.

1. In what location do you work?

_____ Building

_____ City

2. In total, how many years of service do you have in the agency?

- 1 LESS THAN 1 YEAR
- 2 1-2 YEARS
- 3 3-10 YEARS
- 4 11-14 YEARS
- 5 15-24 YEARS
- 6 25 OR MORE YEARS

3. In total, how many years of service do you have in the federal government?

- 1 LESS THAN 1 YEAR
- 2 1-2 YEARS
- 3 3-10 YEARS
- 4 11-14 YEARS
- 5 15-24 YEARS
- 6 25 OR MORE YEARS

4. What is your current grade?

- 1 GRADES 1-4
- 2 GRADES 5-11
- 3 GRADES 12-13
- 4 GRADES 14-15
- 5 SES

5. What is your Job Series and Job Title? (e.g. 0318 Secretary; 1529 Mathematical Statistician)

Series

Title

6. Are you a manager?

- 1 YES
- 2 NO

7. Do you supervise other employees?

- 1 YES
- 2 NO

8. Are you:

- 1 MALE
- 2 FEMALE

9. Are you of Hispanic origin or descent?

- 1 YES
- 2 NO

10. Are you:

- 1 WHITE
- 2 BLACK OR AFRICAN AMERICAN
- 3 ASIAN OR PACIFIC ISLANDER
- 4 AMERICAN INDIAN OR ALASKA NATIVE
- 5 OTHER

11. Do you have any additional comments on the issues covered in this questionnaire?

Date questionnaire was completed: ____ / ____ /97

*** Thank you for your participation ***