



2009 Annual Employee Survey
DEPARTMENT OF EDUCATION TREND REPORT
Number of Respondents in 2009: 2545

This is a summary-by-question of your organization's responses to the 2009 Annual Employee Survey. This summary displays results by Positive, Neutral, Negative, and where applicable, Do Not Know or No Basis to Judge responses.

How the scales are grouped for results:

| Positive Responses | Neutral Responses | Negative Responses | Don't Know/No Basis to Judge |
|----------------------------|------------------------------------|----------------------------------|------------------------------|
| Strongly Agree + Agree | Neither Agree nor Disagree | Disagree + Strongly Disagree | |
| Strongly Agree + Agree | Neither Agree nor Disagree | Disagree + Strongly Disagree | Don't Know |
| Very Satisfied + Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied + Very Dissatisfied | |
| Very Satisfied + Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied + Very Dissatisfied | No Basis to Judge |
| Very Good + Good | Fair | Poor + Very Poor | |

Personal Work Experiences

1. The people I work with cooperate to get the job done.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> |
|-------------------------------------|-----------------|----------------|-----------------|
| 2009 Department of Education | 84% | 8% | 9% |
| 2008 Department of Education | 86% | 7% | 7% |
| 2007 Department of Education | 86% | 7% | 7% |
| 2006 Department of Education | 83% | 8% | 8% |
| 2004 Department of Education | 84% | 8% | 8% |
| 2002 Department of Education | 79% | 11% | 10% |

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

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> |
|-------------------------------------|-----------------|----------------|-----------------|
| 2009 Department of Education | 59% | 17% | 24% |
| 2008 Department of Education | 63% | 17% | 20% |
| 2007 Department of Education | 65% | 16% | 19% |
| 2006 Department of Education | 60% | 18% | 22% |
| 2004 Department of Education | 62% | 17% | 20% |
| 2002 Department of Education | 58% | 21% | 21% |

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

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> |
|-------------------------------------|-----------------|----------------|-----------------|
| 2009 Department of Education | 69% | 14% | 17% |
| 2008 Department of Education | 71% | 15% | 14% |
| 2007 Department of Education | 71% | 14% | 15% |
| 2006 Department of Education | 69% | 16% | 15% |
| 2004 Department of Education | 72% | 14% | 14% |
| 2002 Department of Education | 69% | 16% | 16% |

4. This Agency motivates me to contribute more than is required.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> |
|-------------------------------------|-----------------|----------------|-----------------|
| 2009 Department of Education | 42% | 24% | 34% |
| 2008 Department of Education | N/A | N/A | N/A |
| 2007 Department of Education | N/A | N/A | N/A |
| 2006 Department of Education | N/A | N/A | N/A |
| 2004 Department of Education | N/A | N/A | N/A |
| 2002 Department of Education | N/A | N/A | N/A |

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

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> |
|-------------------------------------|-----------------|----------------|-----------------|
| 2009 Department of Education | 50% | 19% | 31% |
| 2008 Department of Education | 56% | 19% | 25% |
| 2007 Department of Education | 59% | 17% | 24% |
| 2006 Department of Education | 56% | 18% | 26% |
| 2004 Department of Education | 58% | 17% | 25% |
| 2002 Department of Education | 53% | 21% | 27% |

Personal Work Experiences (continued)

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

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> |
|-------------------------------------|-----------------|----------------|-----------------|
| 2009 Department of Education | 70% | 15% | 15% |
| 2008 Department of Education | 69% | 17% | 14% |
| 2007 Department of Education | 71% | 14% | 14% |
| 2006 Department of Education | 67% | 17% | 16% |
| 2004 Department of Education | 67% | 15% | 18% |
| 2002 Department of Education | 66% | 17% | 17% |

7. I like the kind of work I do.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> |
|-------------------------------------|-----------------|----------------|-----------------|
| 2009 Department of Education | 81% | 12% | 8% |
| 2008 Department of Education | 79% | 14% | 7% |
| 2007 Department of Education | 80% | 12% | 8% |
| 2006 Department of Education | 77% | 14% | 9% |
| 2004 Department of Education | 75% | 16% | 9% |
| 2002 Department of Education | 77% | 16% | 7% |

8. I feel motivated to go beyond my formal job responsibilities

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> |
|-------------------------------------|-----------------|----------------|-----------------|
| 2009 Department of Education | 64% | 15% | 21% |
| 2008 Department of Education | N/A | N/A | N/A |
| 2007 Department of Education | N/A | N/A | N/A |
| 2006 Department of Education | N/A | N/A | N/A |
| 2004 Department of Education | N/A | N/A | N/A |
| 2002 Department of Education | N/A | N/A | N/A |

9. I have trust and confidence in my supervisor.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> |
|-------------------------------------|-----------------|----------------|-----------------|
| 2009 Department of Education | 61% | 16% | 23% |
| 2008 Department of Education | 64% | 16% | 20% |
| 2007 Department of Education | 67% | 15% | 18% |
| 2006 Department of Education | 61% | 19% | 20% |
| 2004 Department of Education | N/A | N/A | N/A |
| 2002 Department of Education | N/A | N/A | N/A |

10. I feel proud to work for this Department.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> |
|-------------------------------------|-----------------|----------------|-----------------|
| 2009 Department of Education | 68% | 21% | 11% |
| 2008 Department of Education | N/A | N/A | N/A |
| 2007 Department of Education | N/A | N/A | N/A |
| 2006 Department of Education | N/A | N/A | N/A |
| 2004 Department of Education | N/A | N/A | N/A |
| 2002 Department of Education | N/A | N/A | N/A |

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

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> |
|-------------------------------------|-----------------|----------------|-----------------|
| 2009 Department of Education | 51% | 23% | 26% |
| 2008 Department of Education | 55% | 24% | 22% |
| 2007 Department of Education | 56% | 22% | 22% |
| 2006 Department of Education | 50% | 25% | 25% |
| 2004 Department of Education | 52% | 24% | 24% |
| 2002 Department of Education | 49% | 23% | 28% |

12. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> |
|-------------------------------------|-----------------|----------------|-----------------|
| 2009 Department of Education | 64% | 20% | 16% |
| 2008 Department of Education | 68% | 19% | 13% |
| 2007 Department of Education | 69% | 18% | 13% |
| 2006 Department of Education | 65% | 21% | 14% |
| 2004 Department of Education | 65% | 21% | 14% |
| 2002 Department of Education | 60% | 24% | 16% |

Personal Work Experiences (continued)

13. How would you rate the overall quality of work done by your work group?

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | |
|-------------------------------------|-----------------|----------------|-----------------|--|
| 2009 Department of Education | 83% | 14% | 3% | |
| 2008 Department of Education | 84% | 13% | 3% | |
| 2007 Department of Education | 85% | 12% | 3% | |
| 2006 Department of Education | 84% | 13% | 3% | |
| 2004 Department of Education | 82% | 15% | 4% | |
| 2002 Department of Education | 80% | 17% | 4% | |

Recruitment, Development & Retention

14. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 68% | 15% | 16% | 2% |
| 2008 Department of Education | 70% | 16% | 12% | 1% |
| 2007 Department of Education | 70% | 15% | 12% | 2% |
| 2006 Department of Education | 67% | 18% | 14% | 2% |
| 2004 Department of Education | 66% | 17% | 16% | 2% |
| 2002 Department of Education | 62% | 15% | 21% | 2% |

15. Supervisors/team leaders in my work unit provide employees with the opportunities to demonstrate their leadership skills.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 54% | 19% | 26% | 1% |
| 2008 Department of Education | 63% | 17% | 20% | 1% |
| 2007 Department of Education | 61% | 17% | 21% | 1% |
| 2006 Department of Education | 59% | 19% | 21% | 1% |
| 2004 Department of Education | 60% | 18% | 21% | 1% |
| 2002 Department of Education | 57% | 18% | 25% | 1% |

16. My work unit is able to recruit people with the right skills.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 44% | 24% | 27% | 5% |
| 2008 Department of Education | 50% | 23% | 23% | 4% |
| 2007 Department of Education | 48% | 23% | 23% | 5% |
| 2006 Department of Education | 40% | 28% | 27% | 5% |
| 2004 Department of Education | 42% | 27% | 27% | 5% |
| 2002 Department of Education | 34% | 21% | 41% | 4% |

17. The skill level in my work unit has improved in the past year.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 47% | 28% | 20% | 5% |
| 2008 Department of Education | 52% | 27% | 17% | 4% |
| 2007 Department of Education | 51% | 26% | 17% | 6% |
| 2006 Department of Education | 49% | 28% | 19% | 4% |
| 2004 Department of Education | 47% | 29% | 20% | 4% |
| 2002 Department of Education | 53% | 22% | 22% | 3% |

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

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 46% | 16% | 37% | 1% |
| 2008 Department of Education | 52% | 18% | 28% | 1% |
| 2007 Department of Education | 55% | 15% | 29% | 1% |
| 2006 Department of Education | 52% | 19% | 29% | 1% |
| 2004 Department of Education | 54% | 17% | 28% | 1% |
| 2002 Department of Education | 50% | 14% | 36% | 0% |

19. My talents are used well in the workplace.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 54% | 16% | 29% | 1% |
| 2008 Department of Education | 57% | 16% | 25% | 2% |
| 2007 Department of Education | 58% | 16% | 25% | 1% |
| 2006 Department of Education | 55% | 17% | 27% | 2% |
| 2004 Department of Education | 56% | 17% | 26% | 2% |
| 2002 Department of Education | 55% | 13% | 31% | 0% |

Recruitment, Development & Retention (continued)

20. I know how my work relates to the agency's goals and priorities.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 82% | 10% | 7% | 1% |
| 2008 Department of Education | 82% | 10% | 7% | 1% |
| 2007 Department of Education | 81% | 12% | 6% | 1% |
| 2006 Department of Education | 81% | 11% | 7% | 1% |
| 2004 Department of Education | 82% | 11% | 7% | 1% |
| 2002 Department of Education | 86% | 6% | 7% | 1% |

21. The work I do is important.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 88% | 8% | 3% | 0% |
| 2008 Department of Education | 87% | 9% | 4% | 0% |
| 2007 Department of Education | 87% | 8% | 4% | 0% |
| 2006 Department of Education | 85% | 10% | 5% | 0% |
| 2004 Department of Education | 85% | 10% | 5% | 1% |
| 2002 Department of Education | 88% | 7% | 4% | 1% |

22. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 66% | 13% | 20% | 1% |
| 2008 Department of Education | 68% | 14% | 19% | 1% |
| 2007 Department of Education | 67% | 13% | 19% | 1% |
| 2006 Department of Education | 65% | 15% | 19% | 1% |
| 2004 Department of Education | 66% | 13% | 20% | 1% |
| 2002 Department of Education | 62% | 13% | 25% | 1% |

23. Supervisors/team leaders in my work unit support employee development.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 59% | 17% | 22% | 2% |
| 2008 Department of Education | 67% | 15% | 17% | 1% |
| 2007 Department of Education | 65% | 16% | 18% | 1% |
| 2006 Department of Education | 63% | 19% | 17% | 1% |
| 2004 Department of Education | 64% | 17% | 17% | 1% |
| 2002 Department of Education | 60% | 17% | 23% | 0% |

24. Employees have electronic access to learning and training programs readily available at their desk.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 85% | 9% | 5% | 1% |
| 2008 Department of Education | 85% | 9% | 4% | 1% |
| 2007 Department of Education | 84% | 10% | 4% | 2% |
| 2006 Department of Education | 85% | 10% | 4% | 2% |
| 2004 Department of Education | 80% | 10% | 7% | 3% |
| 2002 Department of Education | 87% | 7% | 5% | 1% |

25. My training needs are assessed.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 43% | 24% | 32% | 2% |
| 2008 Department of Education | 46% | 24% | 28% | 2% |
| 2007 Department of Education | 45% | 25% | 27% | 3% |
| 2006 Department of Education | 42% | 26% | 30% | 2% |
| 2004 Department of Education | 41% | 26% | 32% | 2% |
| 2002 Department of Education | 42% | 24% | 33% | 1% |

26. Employees in my work unit share job knowledge with each other.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 73% | 11% | 15% | 1% |
| 2008 Department of Education | 74% | 12% | 14% | 1% |
| 2007 Department of Education | 76% | 11% | 13% | 0% |
| 2006 Department of Education | 71% | 14% | 15% | 1% |
| 2004 Department of Education | 70% | 13% | 16% | 1% |
| 2002 Department of Education | 71% | 12% | 16% | 0% |

Recruitment, Development & Retention (continued)

27. Employees use information technology (for example, intranet, shared networks) to perform work.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 87% | 8% | 5% | 0% |
| 2008 Department of Education | 89% | 7% | 4% | 0% |
| 2007 Department of Education | 88% | 7% | 4% | 1% |
| 2006 Department of Education | 89% | 7% | 4% | 1% |
| 2004 Department of Education | 89% | 6% | 4% | 1% |
| 2002 Department of Education | N/A | N/A | N/A | N/A |

28. My agency offers career-building resources such as career counseling, a mentoring program, and career development seminars.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 53% | 21% | 20% | 6% |
| 2008 Department of Education | N/A | N/A | N/A | N/A |
| 2007 Department of Education | 55% | 20% | 19% | 6% |
| 2006 Department of Education | N/A | N/A | N/A | N/A |
| 2004 Department of Education | N/A | N/A | N/A | N/A |
| 2002 Department of Education | N/A | N/A | N/A | N/A |

29. I make use of work/life programs offered by my agency (e.g., flexible work schedules, telework/flexiplace, and employee assistance program).

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 72% | 12% | 15% | 1% |
| 2008 Department of Education | N/A | N/A | N/A | N/A |
| 2007 Department of Education | 68% | 15% | 16% | 1% |
| 2006 Department of Education | N/A | N/A | N/A | N/A |
| 2004 Department of Education | N/A | N/A | N/A | N/A |
| 2002 Department of Education | N/A | N/A | N/A | N/A |

Performance Culture

30. Promotions in my work unit are based on merit.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 33% | 22% | 34% | 10% |
| 2008 Department of Education | 37% | 22% | 34% | 8% |
| 2007 Department of Education | 38% | 21% | 31% | 10% |
| 2006 Department of Education | 33% | 23% | 37% | 6% |
| 2004 Department of Education | 34% | 23% | 36% | 6% |
| 2002 Department of Education | 32% | 22% | 40% | 6% |

31. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 26% | 24% | 39% | 12% |
| 2008 Department of Education | 28% | 24% | 36% | 12% |
| 2007 Department of Education | 29% | 25% | 34% | 12% |
| 2006 Department of Education | 25% | 25% | 40% | 9% |
| 2004 Department of Education | 24% | 23% | 44% | 10% |
| 2002 Department of Education | 21% | 20% | 51% | 8% |

32. Employees are rewarded for providing high quality products and services to customers.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 39% | 20% | 36% | 5% |
| 2008 Department of Education | 40% | 23% | 33% | 4% |
| 2007 Department of Education | 42% | 21% | 32% | 6% |
| 2006 Department of Education | 37% | 23% | 38% | 3% |
| 2004 Department of Education | 45% | 21% | 30% | 5% |
| 2002 Department of Education | 41% | 19% | 36% | 4% |

33. Creativity and innovation are rewarded.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 34% | 23% | 39% | 5% |
| 2008 Department of Education | 35% | 25% | 35% | 5% |
| 2007 Department of Education | 36% | 25% | 33% | 5% |
| 2006 Department of Education | 31% | 26% | 40% | 4% |
| 2004 Department of Education | 35% | 25% | 35% | 5% |
| 2002 Department of Education | 34% | 24% | 38% | 4% |

Performance Culture (continued)

34. Pay raises depend on how well employees perform their jobs.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 26% | 23% | 41% | 10% |
| 2008 Department of Education | 28% | 26% | 37% | 9% |
| 2007 Department of Education | 29% | 23% | 36% | 11% |
| 2006 Department of Education | 26% | 24% | 44% | 7% |
| 2004 Department of Education | N/A | N/A | N/A | N/A |
| 2002 Department of Education | N/A | N/A | N/A | N/A |

35. Awards in my work unit depend on how well employees perform their jobs.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 36% | 20% | 33% | 11% |
| 2008 Department of Education | 38% | 21% | 32% | 9% |
| 2007 Department of Education | 40% | 19% | 30% | 11% |
| 2006 Department of Education | 37% | 19% | 38% | 6% |
| 2004 Department of Education | 43% | 18% | 33% | 6% |
| 2002 Department of Education | 39% | 20% | 37% | 4% |

36. In my work unit, differences in performance are recognized in a meaningful way.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 26% | 25% | 41% | 8% |
| 2008 Department of Education | 30% | 25% | 37% | 8% |
| 2007 Department of Education | 30% | 24% | 36% | 9% |
| 2006 Department of Education | 28% | 26% | 41% | 6% |
| 2004 Department of Education | 32% | 25% | 37% | 7% |
| 2002 Department of Education | N/A | N/A | N/A | N/A |

37. My performance appraisal is a fair reflection of my performance.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 56% | 17% | 23% | 3% |
| 2008 Department of Education | 57% | 17% | 24% | 3% |
| 2007 Department of Education | 55% | 17% | 23% | 5% |
| 2006 Department of Education | 56% | 15% | 28% | 1% |
| 2004 Department of Education | 65% | 14% | 20% | 1% |
| 2002 Department of Education | 57% | 20% | 19% | 3% |

38. Discussions with my supervisor/team leader about my performance are worthwhile.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 54% | 18% | 27% | 1% |
| 2008 Department of Education | 54% | 20% | 25% | 2% |
| 2007 Department of Education | 57% | 18% | 23% | 2% |
| 2006 Department of Education | 53% | 19% | 27% | 1% |
| 2004 Department of Education | 57% | 19% | 23% | 1% |
| 2002 Department of Education | 57% | 19% | 23% | 1% |

39. I am held accountable for achieving results.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 82% | 11% | 6% | 1% |
| 2008 Department of Education | 84% | 11% | 5% | 1% |
| 2007 Department of Education | 82% | 11% | 6% | 1% |
| 2006 Department of Education | 81% | 13% | 6% | 1% |
| 2004 Department of Education | 82% | 11% | 7% | 1% |
| 2002 Department of Education | 77% | 14% | 9% | 1% |

40. Supervisors/team-leaders in my work unit are committed to a workforce representative of all segments of society.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 54% | 22% | 15% | 9% |
| 2008 Department of Education | 58% | 21% | 12% | 8% |
| 2007 Department of Education | 55% | 23% | 13% | 8% |
| 2006 Department of Education | 52% | 24% | 16% | 8% |
| 2004 Department of Education | 53% | 25% | 14% | 7% |
| 2002 Department of Education | 56% | 23% | 15% | 6% |

Performance Culture (continued)

41. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 48% | 25% | 17% | 9% |
| 2008 Department of Education | 51% | 23% | 17% | 8% |
| 2007 Department of Education | 48% | 25% | 17% | 10% |
| 2006 Department of Education | 46% | 26% | 19% | 9% |
| 2004 Department of Education | 47% | 26% | 19% | 8% |
| 2002 Department of Education | 57% | 22% | 16% | 5% |

42. Managers/supervisors/team leaders work well with employees of different backgrounds.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 59% | 19% | 18% | 5% |
| 2008 Department of Education | 59% | 20% | 16% | 5% |
| 2007 Department of Education | 61% | 19% | 16% | 5% |
| 2006 Department of Education | 57% | 21% | 19% | 4% |
| 2004 Department of Education | 56% | 23% | 18% | 3% |
| 2002 Department of Education | 59% | 19% | 19% | 3% |

43. Supervisors/team leaders provide employees with constructive suggestions to improve their job performance.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 49% | 22% | 25% | 4% |
| 2008 Department of Education | 58% | 19% | 22% | 2% |
| 2007 Department of Education | 54% | 20% | 23% | 4% |
| 2006 Department of Education | 55% | 21% | 23% | 2% |
| 2004 Department of Education | 58% | 19% | 21% | 2% |
| 2002 Department of Education | N/A | N/A | N/A | N/A |

44. My supervisor supports my need to balance work and family issues.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 78% | 11% | 9% | 2% |
| 2008 Department of Education | N/A | N/A | N/A | N/A |
| 2007 Department of Education | 79% | 12% | 8% | 1% |
| 2006 Department of Education | 78% | 12% | 9% | 1% |
| 2004 Department of Education | 79% | 12% | 8% | 1% |
| 2002 Department of Education | 78% | 12% | 10% | 1% |

45. In my most recent performance appraisal, I understand what I had to do to be rated at different performance levels (e.g., Fully Successful, Outstanding).

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 54% | 15% | 26% | 4% |
| 2008 Department of Education | 53% | 16% | 28% | 3% |
| 2007 Department of Education | 54% | 15% | 24% | 7% |
| 2006 Department of Education | N/A | N/A | N/A | N/A |
| 2004 Department of Education | N/A | N/A | N/A | N/A |
| 2002 Department of Education | N/A | N/A | N/A | N/A |

Leadership

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

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 49% | 22% | 27% | 2% |
| 2008 Department of Education | 42% | 26% | 31% | 1% |
| 2007 Department of Education | 45% | 24% | 29% | 1% |
| 2006 Department of Education | 40% | 27% | 33% | 1% |
| 2004 Department of Education | 40% | 24% | 35% | 1% |
| 2002 Department of Education | N/A | N/A | N/A | N/A |

47. In my organization, leaders generate high levels of motivation and commitment in the workforce.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 37% | 25% | 36% | 2% |
| 2008 Department of Education | 33% | 26% | 40% | 2% |
| 2007 Department of Education | 37% | 25% | 37% | 1% |
| 2006 Department of Education | 28% | 28% | 42% | 1% |
| 2004 Department of Education | 31% | 26% | 42% | 2% |
| 2002 Department of Education | 32% | 24% | 43% | 1% |

Leadership (continued)

48. My organization's leaders maintain high standards of honesty and integrity.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 45% | 25% | 24% | 6% |
| 2008 Department of Education | 41% | 26% | 27% | 7% |
| 2007 Department of Education | 45% | 26% | 24% | 6% |
| 2006 Department of Education | 41% | 28% | 26% | 5% |
| 2004 Department of Education | 40% | 27% | 28% | 6% |
| 2002 Department of Education | 46% | 25% | 25% | 4% |

49. Managers communicate the goals and priorities of the organization.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 55% | 19% | 24% | 1% |
| 2008 Department of Education | 58% | 20% | 21% | 1% |
| 2007 Department of Education | 60% | 19% | 20% | 1% |
| 2006 Department of Education | 56% | 21% | 22% | 1% |
| 2004 Department of Education | 60% | 20% | 20% | 1% |
| 2002 Department of Education | N/A | N/A | N/A | N/A |

50. Managers review and evaluate the organization's progress toward meeting its goals and objectives.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 51% | 22% | 18% | 9% |
| 2008 Department of Education | 56% | 23% | 14% | 7% |
| 2007 Department of Education | 58% | 21% | 14% | 8% |
| 2006 Department of Education | 53% | 24% | 15% | 7% |
| 2004 Department of Education | 59% | 21% | 14% | 6% |
| 2002 Department of Education | 66% | 14% | 15% | 6% |

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

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 76% | 13% | 8% | 3% |
| 2008 Department of Education | 76% | 13% | 8% | 3% |
| 2007 Department of Education | 76% | 14% | 7% | 3% |
| 2006 Department of Education | 74% | 16% | 8% | 3% |
| 2004 Department of Education | 73% | 16% | 9% | 3% |
| 2002 Department of Education | N/A | N/A | N/A | N/A |

52. Employees have a feeling of personal empowerment with respect to work processes.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 36% | 24% | 38% | 3% |
| 2008 Department of Education | 39% | 26% | 32% | 3% |
| 2007 Department of Education | 38% | 25% | 34% | 3% |
| 2006 Department of Education | 35% | 25% | 37% | 3% |
| 2004 Department of Education | 36% | 24% | 37% | 3% |
| 2002 Department of Education | 34% | 20% | 44% | 2% |

53. My workload is reasonable.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 59% | 14% | 26% | 0% |
| 2008 Department of Education | N/A | N/A | N/A | N/A |
| 2007 Department of Education | 63% | 14% | 23% | 0% |
| 2006 Department of Education | 58% | 16% | 26% | 1% |
| 2004 Department of Education | 60% | 15% | 24% | 1% |
| 2002 Department of Education | 66% | 10% | 24% | 0% |

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

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 76% | 15% | 7% | 3% |
| 2008 Department of Education | 78% | 13% | 7% | 2% |
| 2007 Department of Education | 78% | 13% | 7% | 3% |
| 2006 Department of Education | 79% | 14% | 6% | 1% |
| 2004 Department of Education | 70% | 15% | 14% | 2% |
| 2002 Department of Education | N/A | N/A | N/A | N/A |

Leadership (continued)

55. Complaints, disputes or grievances are resolved fairly in my work unit.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 30% | 23% | 22% | 25% |
| 2008 Department of Education | 29% | 26% | 22% | 23% |
| 2007 Department of Education | 32% | 24% | 19% | 25% |
| 2006 Department of Education | 28% | 29% | 24% | 19% |
| 2004 Department of Education | 29% | 27% | 24% | 20% |
| 2002 Department of Education | 33% | 27% | 28% | 13% |

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

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 42% | 20% | 23% | 14% |
| 2008 Department of Education | 41% | 22% | 24% | 12% |
| 2007 Department of Education | 43% | 22% | 21% | 13% |
| 2006 Department of Education | 37% | 25% | 27% | 12% |
| 2004 Department of Education | 39% | 23% | 27% | 11% |
| 2002 Department of Education | 37% | 25% | 30% | 8% |

57. 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.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 51% | 19% | 13% | 17% |
| 2008 Department of Education | 51% | 19% | 14% | 16% |
| 2007 Department of Education | 53% | 19% | 12% | 17% |
| 2006 Department of Education | 48% | 22% | 15% | 15% |
| 2004 Department of Education | 49% | 22% | 16% | 14% |
| 2002 Department of Education | N/A | N/A | N/A | N/A |

58. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 48% | 18% | 21% | 13% |
| 2008 Department of Education | 42% | 23% | 22% | 13% |
| 2007 Department of Education | 47% | 22% | 19% | 12% |
| 2006 Department of Education | 38% | 26% | 24% | 13% |
| 2004 Department of Education | 38% | 25% | 25% | 13% |
| 2002 Department of Education | 45% | 20% | 24% | 11% |

59. Managers promote communication among different work units (for example, about projects, goals, needed resources).

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 48% | 20% | 29% | 3% |
| 2008 Department of Education | 53% | 20% | 25% | 2% |
| 2007 Department of Education | 52% | 20% | 26% | 3% |
| 2006 Department of Education | 48% | 22% | 27% | 3% |
| 2004 Department of Education | 48% | 22% | 28% | 3% |
| 2002 Department of Education | 48% | 18% | 32% | 3% |

60. How would you rate your *senior leaders* on being open and honest in communication?

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> |
|-------------------------------------|-----------------|----------------|-----------------|
| 2009 Department of Education | 50% | 24% | 25% |
| 2008 Department of Education | N/A | N/A | N/A |
| 2007 Department of Education | N/A | N/A | N/A |
| 2006 Department of Education | N/A | N/A | N/A |
| 2004 Department of Education | N/A | N/A | N/A |
| 2002 Department of Education | N/A | N/A | N/A |

61. How would you rate your *senior leaders* on treating employees with respect?

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> |
|-------------------------------------|-----------------|----------------|-----------------|
| 2009 Department of Education | 58% | 22% | 20% |
| 2008 Department of Education | N/A | N/A | N/A |
| 2007 Department of Education | N/A | N/A | N/A |
| 2006 Department of Education | N/A | N/A | N/A |
| 2004 Department of Education | N/A | N/A | N/A |
| 2002 Department of Education | N/A | N/A | N/A |

Leadership (continued)62. How would you rate your *senior leaders* on living up to promises and commitments made?

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> |
|-------------------------------------|-----------------|----------------|-----------------|
| 2009 Department of Education | 47% | 28% | 24% |
| 2008 Department of Education | N/A | N/A | N/A |
| 2007 Department of Education | N/A | N/A | N/A |
| 2006 Department of Education | N/A | N/A | N/A |
| 2004 Department of Education | N/A | N/A | N/A |
| 2002 Department of Education | N/A | N/A | N/A |

63. How would you rate your *senior leaders* on creating an environment of trust?

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> |
|-------------------------------------|-----------------|----------------|-----------------|
| 2009 Department of Education | 45% | 25% | 31% |
| 2008 Department of Education | N/A | N/A | N/A |
| 2007 Department of Education | N/A | N/A | N/A |
| 2006 Department of Education | N/A | N/A | N/A |
| 2004 Department of Education | N/A | N/A | N/A |
| 2002 Department of Education | N/A | N/A | N/A |

64. How would you rate your *manager* on being open and honest in communication?

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> |
|-------------------------------------|-----------------|----------------|-----------------|
| 2009 Department of Education | 61% | 19% | 20% |
| 2008 Department of Education | N/A | N/A | N/A |
| 2007 Department of Education | N/A | N/A | N/A |
| 2006 Department of Education | N/A | N/A | N/A |
| 2004 Department of Education | N/A | N/A | N/A |
| 2002 Department of Education | N/A | N/A | N/A |

65. How would you rate your *manager* on treating employees with respect?

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> |
|-------------------------------------|-----------------|----------------|-----------------|
| 2009 Department of Education | 66% | 18% | 16% |
| 2008 Department of Education | N/A | N/A | N/A |
| 2007 Department of Education | N/A | N/A | N/A |
| 2006 Department of Education | N/A | N/A | N/A |
| 2004 Department of Education | N/A | N/A | N/A |
| 2002 Department of Education | N/A | N/A | N/A |

66. How would you rate your *manager* on living up to promises and commitments made?

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> |
|-------------------------------------|-----------------|----------------|-----------------|
| 2009 Department of Education | 60% | 21% | 19% |
| 2008 Department of Education | N/A | N/A | N/A |
| 2007 Department of Education | N/A | N/A | N/A |
| 2006 Department of Education | N/A | N/A | N/A |
| 2004 Department of Education | N/A | N/A | N/A |
| 2002 Department of Education | N/A | N/A | N/A |

67. How would you rate your *manager* on creating an environment of trust?

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> |
|-------------------------------------|-----------------|----------------|-----------------|
| 2009 Department of Education | 56% | 19% | 25% |
| 2008 Department of Education | N/A | N/A | N/A |
| 2007 Department of Education | N/A | N/A | N/A |
| 2006 Department of Education | N/A | N/A | N/A |
| 2004 Department of Education | N/A | N/A | N/A |
| 2002 Department of Education | N/A | N/A | N/A |

Job Satisfaction

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

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> |
|-------------------------------------|-----------------|----------------|-----------------|
| 2009 Department of Education | 54% | 19% | 27% |
| 2008 Department of Education | 50% | 21% | 29% |
| 2007 Department of Education | 55% | 21% | 24% |
| 2006 Department of Education | 48% | 22% | 30% |
| 2004 Department of Education | 49% | 21% | 30% |
| 2002 Department of Education | 50% | 23% | 27% |

Job Satisfaction (continued)

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

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> |
|-------------------------------------|-----------------|----------------|-----------------|
| 2009 Department of Education | 50% | 21% | 29% |
| 2008 Department of Education | 46% | 22% | 32% |
| 2007 Department of Education | 49% | 23% | 28% |
| 2006 Department of Education | 43% | 24% | 34% |
| 2004 Department of Education | 43% | 23% | 34% |
| 2002 Department of Education | 41% | 22% | 37% |

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

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> |
|-------------------------------------|-----------------|----------------|-----------------|
| 2009 Department of Education | 49% | 22% | 30% |
| 2008 Department of Education | 48% | 22% | 30% |
| 2007 Department of Education | 51% | 20% | 29% |
| 2006 Department of Education | 46% | 20% | 34% |
| 2004 Department of Education | 50% | 21% | 29% |
| 2002 Department of Education | 42% | 27% | 31% |

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

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> |
|-------------------------------------|-----------------|----------------|-----------------|
| 2009 Department of Education | 41% | 31% | 27% |
| 2008 Department of Education | 36% | 29% | 35% |
| 2007 Department of Education | 38% | 32% | 30% |
| 2006 Department of Education | 32% | 30% | 37% |
| 2004 Department of Education | 34% | 27% | 39% |
| 2002 Department of Education | N/A | N/A | N/A |

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

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> |
|-------------------------------------|-----------------|----------------|-----------------|
| 2009 Department of Education | 29% | 34% | 38% |
| 2008 Department of Education | 31% | 31% | 38% |
| 2007 Department of Education | 31% | 35% | 33% |
| 2006 Department of Education | 28% | 32% | 41% |
| 2004 Department of Education | 31% | 30% | 39% |
| 2002 Department of Education | 27% | 33% | 40% |

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

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> |
|-------------------------------------|-----------------|----------------|-----------------|
| 2009 Department of Education | 52% | 26% | 22% |
| 2008 Department of Education | 52% | 27% | 21% |
| 2007 Department of Education | 55% | 25% | 20% |
| 2006 Department of Education | 51% | 28% | 22% |
| 2004 Department of Education | 52% | 27% | 21% |
| 2002 Department of Education | 56% | 26% | 18% |

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

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> |
|-------------------------------------|-----------------|----------------|-----------------|
| 2009 Department of Education | 64% | 18% | 18% |
| 2008 Department of Education | 64% | 19% | 17% |
| 2007 Department of Education | 65% | 18% | 17% |
| 2006 Department of Education | 60% | 20% | 20% |
| 2004 Department of Education | 62% | 19% | 19% |
| 2002 Department of Education | 64% | 19% | 17% |

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

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> |
|-------------------------------------|-----------------|----------------|-----------------|
| 2009 Department of Education | 71% | 14% | 15% |
| 2008 Department of Education | 67% | 16% | 17% |
| 2007 Department of Education | 67% | 16% | 17% |
| 2006 Department of Education | 65% | 16% | 20% |
| 2004 Department of Education | 66% | 16% | 18% |
| 2002 Department of Education | 69% | 13% | 18% |

Job Satisfaction (continued)

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

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> |
|-------------------------------------|-----------------|----------------|-----------------|
| 2009 Department of Education | 56% | 21% | 23% |
| 2008 Department of Education | 52% | 23% | 24% |
| 2007 Department of Education | 55% | 22% | 23% |
| 2006 Department of Education | 49% | 25% | 27% |
| 2004 Department of Education | 50% | 24% | 26% |
| 2002 Department of Education | 51% | 22% | 28% |

Equal Employment Opportunity (EEO) Program

77. Senior leaders show a demonstrated commitment to equal opportunity.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 48% | 22% | 18% | 12% |
| 2008 Department of Education | N/A | N/A | N/A | N/A |
| 2007 Department of Education | N/A | N/A | N/A | N/A |
| 2006 Department of Education | N/A | N/A | N/A | N/A |
| 2004 Department of Education | N/A | N/A | N/A | N/A |
| 2002 Department of Education | N/A | N/A | N/A | N/A |

78. In my work unit, I feel that employees are given fair treatment without regard to race, color, sex, age, national origin, religion, or disability.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 61% | 14% | 20% | 5% |
| 2008 Department of Education | N/A | N/A | N/A | N/A |
| 2007 Department of Education | N/A | N/A | N/A | N/A |
| 2006 Department of Education | N/A | N/A | N/A | N/A |
| 2004 Department of Education | N/A | N/A | N/A | N/A |
| 2002 Department of Education | N/A | N/A | N/A | N/A |

79. I know how to file an EEO complaint.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 63% | 12% | 13% | 12% |
| 2008 Department of Education | N/A | N/A | N/A | N/A |
| 2007 Department of Education | N/A | N/A | N/A | N/A |
| 2006 Department of Education | N/A | N/A | N/A | N/A |
| 2004 Department of Education | N/A | N/A | N/A | N/A |
| 2002 Department of Education | N/A | N/A | N/A | N/A |

80. I would be reluctant to file an EEO complaint.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 36% | 26% | 32% | 7% |
| 2008 Department of Education | N/A | N/A | N/A | N/A |
| 2007 Department of Education | N/A | N/A | N/A | N/A |
| 2006 Department of Education | N/A | N/A | N/A | N/A |
| 2004 Department of Education | N/A | N/A | N/A | N/A |
| 2002 Department of Education | N/A | N/A | N/A | N/A |

81. In the past 3 years, I feel that I have been discriminated against by my supervisor due to my race, color, sex, age, national origin, religion, or disability.

| | <i>No (% Respondents)</i> | <i>Yes (% Respondents)</i> |
|-------------------------------------|---------------------------|----------------------------|
| 2009 Department of Education | 86% | 14% |
| 2008 Department of Education | N/A | N/A |
| 2007 Department of Education | N/A | N/A |
| 2006 Department of Education | N/A | N/A |
| 2004 Department of Education | N/A | N/A |
| 2002 Department of Education | N/A | N/A |

Equal Employment Opportunity (EEO) Program (continued)

82. In the past 3 years, I feel that I have been discriminated against due to my sexual orientation.

| | <i>No (% Respondents)</i> | <i>Yes (% Respondents)</i> |
|-------------------------------------|---------------------------|----------------------------|
| 2009 Department of Education | 97% | 3% |
| 2008 Department of Education | N/A | N/A |
| 2007 Department of Education | N/A | N/A |
| 2006 Department of Education | N/A | N/A |
| 2004 Department of Education | N/A | N/A |
| 2002 Department of Education | N/A | N/A |

83. I have filed an EEO complaint in the last year.

| | <i>No (% Respondents)</i> | <i>Yes (% Respondents)</i> |
|-------------------------------------|---------------------------|----------------------------|
| 2009 Department of Education | 98% | 2% |
| 2008 Department of Education | N/A | N/A |
| 2007 Department of Education | N/A | N/A |
| 2006 Department of Education | N/A | N/A |
| 2004 Department of Education | N/A | N/A |
| 2002 Department of Education | N/A | N/A |

84. I feel that I have experienced retaliation/reprisal as a result of filing an EEO complaint in the last year.

| | <i>No (% Respondents)</i> | <i>Yes (% Respondents)</i> |
|-------------------------------------|---------------------------|----------------------------|
| 2009 Department of Education | 23% | 77% |
| 2008 Department of Education | N/A | N/A |
| 2007 Department of Education | N/A | N/A |
| 2006 Department of Education | N/A | N/A |
| 2004 Department of Education | N/A | N/A |
| 2002 Department of Education | N/A | N/A |

Note:
Percentages are based on those who responded "Yes" to question 83.

Informal Dispute Resolutions (IDR) Center

85. Senior leaders show a demonstrated commitment to resolving disputes at the IDR Center.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 14% | 21% | 12% | 53% |
| 2008 Department of Education | N/A | N/A | N/A | N/A |
| 2007 Department of Education | N/A | N/A | N/A | N/A |
| 2006 Department of Education | N/A | N/A | N/A | N/A |
| 2004 Department of Education | N/A | N/A | N/A | N/A |
| 2002 Department of Education | N/A | N/A | N/A | N/A |

86. I feel that I would receive impartial treatment in resolving my dispute at the IDR Center.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 19% | 23% | 13% | 45% |
| 2008 Department of Education | N/A | N/A | N/A | N/A |
| 2007 Department of Education | N/A | N/A | N/A | N/A |
| 2006 Department of Education | N/A | N/A | N/A | N/A |
| 2004 Department of Education | N/A | N/A | N/A | N/A |
| 2002 Department of Education | N/A | N/A | N/A | N/A |

87. I feel that the IDR Center would handle my complaint in a timely manner.

| | <i>Positive</i> | <i>Neutral</i> | <i>Negative</i> | <i>DK/NBJ</i> |
|-------------------------------------|-----------------|----------------|-----------------|---------------|
| 2009 Department of Education | 21% | 23% | 7% | 49% |
| 2008 Department of Education | N/A | N/A | N/A | N/A |
| 2007 Department of Education | N/A | N/A | N/A | N/A |
| 2006 Department of Education | N/A | N/A | N/A | N/A |
| 2004 Department of Education | N/A | N/A | N/A | N/A |
| 2002 Department of Education | N/A | N/A | N/A | N/A |