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999 -The Sample Agency of Texas

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*Additional Items are not included if none were submitted.

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See our Web Page: www.survey.utexas.edu

Current Benchmark Data
Survey Interventions Example and Best Practices
Helpful Publications, and
Additional Survey Information

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Survey Respondent Information

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Survey respondent information is returned on all demographic variables. However, if less than five respondents have selected a demographic variable, "Less Than Five" is reported as the number of survey respondents, and "Not Available" is reported as the percent of survey respondents.



Survey Respondent Information

999 -The Sample Agency of Texas

Total Respondents: 359
 Survey Distributed: 509
 Response Rate: 70.53%

	Number of Survey Respondents	Percent of Survey Respondents
Gender		
Female:	115	32.03%
Male:	208	57.94%
Race/Ethnic Identification		
African-American:	22	6.13%
Hispanic-American:	100	27.86%
Anglo-American:	161	44.85%
Asian-American or Pacific Islander or Native American:	10	2.79%
Multiracial/Other:	7	1.95%
Age		
16 to 29 years old:	29	8.08%
30 to 39 years old:	110	30.64%
40 to 49 years old:	126	35.10%
50 to 59 years old:	65	18.11%
60 years and older:	6	1.67%
Education		
Did not finish high school:	Less Than 5	Not Available
High school diploma (or GED):	56	15.60%
Some college:	107	29.81%
Associate degree:	30	8.36%
Bachelor's degree:	99	27.58%
Master's degree:	6	1.67%
Doctoral degree:	5	1.39%
I am currently in a supervisory role.		
Yes:	73	20.33%
No:	266	74.09%



Survey Respondent Information

999 -The Sample Agency of Texas

Total Respondents: 359
 Survey Distributed: 509
 Response Rate: 70.53%

	Number of Survey Respondents	Percent of Survey Respondents
Hours per week employed:		
Less than 21 hours:	Less Than 5	Not Available
21 to 39 hours:	Less Than 5	Not Available
40 or more hours:	341	94.99%
I received a promotion during the last two years:		
Yes:	94	26.18%
No:	243	67.69%
I received a merit increase in the last two years:		
Yes:	92	25.63%
No:	245	68.25%
I plan to be working for this organization in two years:		
Yes:	290	80.78%
No:	45	12.53%
My length of service with this organization is:		
Under 1 year:	24	6.69%
1 to 2 years:	40	11.14%
3 to 5 years:	54	15.04%
6 to 10 years:	48	13.37%
11 to 15 years:	57	15.88%
Over 15 years:	112	31.20%
I am the primary wage earner in my household:		
Yes:	253	70.47%
No:	88	24.51%
There is more than one wage earner in my household:		
Yes:	220	61.28%
No:	122	33.98%



Survey Respondent Information

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Total Respondents: 359
 Survey Distributed: 509
 Response Rate: 70.53%

Number of Survey Respondents	Percent of Survey Respondents
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The number of persons in my household is:

1 person:	57	15.88%
2 persons:	92	25.63%
3 persons:	74	20.61%
4 persons:	71	19.78%
5 persons or more:	42	11.70%

My annual gross (before taxes) salary is:

Less than \$15,000:	Less Than 5	Not Available
\$15,001 to 25,000:	87	24.23%
\$25,001 to 35,000:	65	18.11%
\$35,001 to 45,000:	92	25.63%
\$45,001 to 50,000:	33	9.19%
\$50,001 to 60,000:	29	8.08%
\$60,001 to 75,000:	16	4.46%
Over \$75,000:	5	1.39%

I have lived in Texas:

Less than 2 years:	6	1.67%
2 to 10 years:	11	3.06%
Over 10 years:	328	91.36%

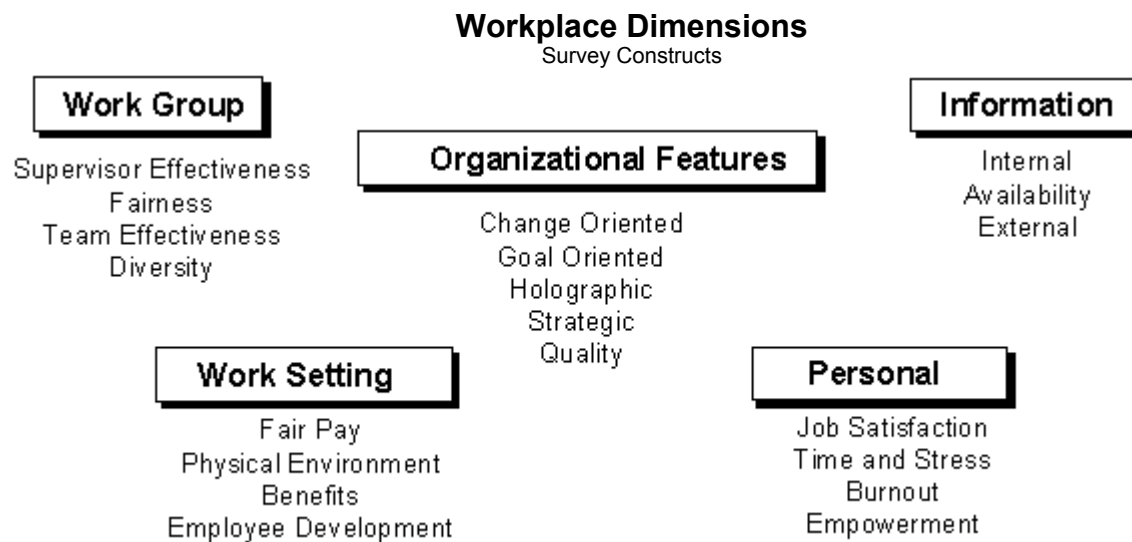


Survey Constructs

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The Survey assessment is a framework, which at the highest level, consists of five Workplace Dimensions capturing the total work environment. Each Workplace Dimension is composed of several Survey Constructs designed to broadly profile areas of strength and concern so that interventions may be targeted appropriately. Survey Constructs are developed from the Primary Questions series. Appendix A1 contains a summary of Survey Constructs and related Primary Questions. Scores for the Constructs range from a low of 100 to a high of 500.

In this section, the reported data are categorized by Workplace Dimension and include the current score for each Dimension's Construct. If available, the past four Construct scores from previous survey iterations for your organization are provided. Comparative construct average benchmarks include an average score of all respondents, a construct average for organizations of similar size, and an average construct score for organizations of similar mission from the previous survey iteration.



Construct Summary

Highest Scoring Constructs: Areas of Strength

Score	Construct
378	Strategic
366	Quality
354	Benefits
353	External
350	Availability

Lowest Scoring Constructs: Areas of Concern

Score	Construct
229	Fair Pay
290	Internal
306	Employment Development
313	Supervisor Effectiveness
315	Change Oriented



Survey Constructs

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Work Group

This dimension relates to employees' activities within their immediate work vicinity. They include factors that concern how employees interact with peers, supervisors and all of the persons involved in day-to-day work activity. This is the immediate work environment of the employee.

Supervisor Effectiveness

Supervisor Effectiveness provides insight into the nature of supervisory relationships in the organization, including the quality of communication, leadership, and fairness that employees perceive exist between supervisors and themselves.

Current Score:	<input type="text" value="313"/>	1998 Score:	<input type="text" value="278"/>	2000 All Respondents:	<input type="text" value="293"/>
2000 Score:	<input type="text" value="286"/>	1996 Score:	<input type="text" value="283"/>	2000 Size Category 4	<input type="text" value="285"/>
		1994 Score:	<input type="text" value="Not Available"/>	2000 Mission 5	<input type="text" value="285"/>

Fairness

Fairness measures the extent to which employees believe that equal and fair opportunity exists for all members of the organization.

Current Score:	<input type="text" value="345"/>	1998 Score:	<input type="text" value="279"/>	2000 All Respondents:	<input type="text" value="289"/>
2000 Score:	<input type="text" value="287"/>	1996 Score:	<input type="text" value="284"/>	2000 Size Category 4	<input type="text" value="272"/>
		1994 Score:	<input type="text" value="Not Available"/>	2000 Mission 5	<input type="text" value="280"/>

Team Effectiveness

Team Effectiveness captures employees' perceptions of the effectiveness of their work group and the extent to which the organizational environment supports appropriate teamwork among employees.

Current Score:	<input type="text" value="318"/>	1998 Score:	<input type="text" value="321"/>	2000 All Respondents:	<input type="text" value="319"/>
2000 Score:	<input type="text" value="322"/>	1996 Score:	<input type="text" value="314"/>	2000 Size Category 4	<input type="text" value="309"/>
		1994 Score:	<input type="text" value="Not Available"/>	2000 Mission 5	<input type="text" value="307"/>

Diversity

Diversity addresses the extent to which employees feel that individual differences, including ethnicity, age and lifestyle, may result in alienation and/or missed opportunities for learning or advancement.

Current Score:	<input type="text" value="329"/>	1998 Score:	<input type="text" value="310"/>	2000 All Respondents:	<input type="text" value="322"/>
2000 Score:	<input type="text" value="311"/>	1996 Score:	<input type="text" value="307"/>	2000 Size Category 4	<input type="text" value="311"/>
		1994 Score:	<input type="text" value="Not Available"/>	2000 Mission 5	<input type="text" value="316"/>



Survey Constructs

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Accommodations

This dimension looks at the physical work setting and the factors associated with compensation, work technology and tools. It is the "total benefit package" provided to employees by the organization.

Fair Pay

Fair Pay is an evaluation from the viewpoint of employees of the competitiveness of the total compensation package. It addresses how well the package "holds up" when employees compare it to similar jobs in their own communities.

Current Score:	<input type="text" value="229"/>	1998 Score:	<input type="text" value="323"/>	2000 All Respondents:	<input type="text" value="302"/>
2000 Score:	<input type="text" value="321"/>	1996 Score:	<input type="text" value="311"/>	2000 Size Category 4	<input type="text" value="311"/>
		1994 Score:	<input type="text" value="Not Available"/>	2000 Mission 5	<input type="text" value="295"/>

Physical Environment

Adequacy of Physical Environment captures employees' perceptions of the work setting and the degree to which employees believe that a safe and pleasant working environment exists.

Current Score:	<input type="text" value="341"/>	1998 Score:	<input type="text" value="319"/>	2000 All Respondents:	<input type="text" value="358"/>
2000 Score:	<input type="text" value="329"/>	1996 Score:	<input type="text" value="310"/>	2000 Size Category 4	<input type="text" value="356"/>
		1994 Score:	<input type="text" value="Not Available"/>	2000 Mission 5	<input type="text" value="331"/>

Benefits

Benefits provides an indication of the role that the employment benefit package plays in attracting and retaining employees.

Current Score:	<input type="text" value="354"/>	1998 Score:	<input type="text" value="365"/>	2000 All Respondents:	<input type="text" value="366"/>
2000 Score:	<input type="text" value="369"/>	1996 Score:	<input type="text" value="363"/>	2000 Size Category 4	<input type="text" value="369"/>
		1994 Score:	<input type="text" value="Not Available"/>	2000 Mission 5	<input type="text" value="359"/>

Employment Development

Employment Development captures perceptions of the priority given to the career and personal development of employees by the organization.

Current Score:	<input type="text" value="306"/>	1998 Score:	<input type="text" value="306"/>	2000 All Respondents:	<input type="text" value="331"/>
2000 Score:	<input type="text" value="302"/>	1996 Score:	<input type="text" value="302"/>	2000 Size Category 4	<input type="text" value="325"/>
		1994 Score:	<input type="text" value="Not Available"/>	2000 Mission 5	<input type="text" value="319"/>



Primary Items

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For the following section employees are asked to indicate how strongly they agree or disagree that the statement describes their immediate workplace. Possible responses include: (1) Strongly Disagree, (2) Disagree, (3) Feel Neutral, (4) Agree, (5) Strongly Disagree and (6) Don't Know/ Not Applicable.

Any survey item with an average (mean) score above the neutral midpoint of "3.0" suggests that employees perceive the issue more positively than negatively. Scores of "4.0" or higher indicate areas of substantial strength for the organization. Conversely, scores below "3.0" are viewed more negatively by employees. Questions that receive below a "2.0" should be a significant source of concern for the organization and receive immediate attention.



Primary Items

999 -The Sample Agency of Texas

1. We are known for the quality of service we provide.

Current Score:	3.85	2000 Score:	3.84	2000 Benchmarks		
Standard Deviation:	0.99	1998 Score:	3.84	2000 All Respondents:	3.82	
Number of Respondents:	350	1996 Score:	3.64	2000 Size Category 4	3.72	
		1994 Score:	Not Available	2000 Mission 5	3.86	
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	87	164	47	34	8	10
Percentage:	24.86%	46.86%	13.43%	9.71%	2.29%	2.86%

2. We are constantly improving our services.

Current Score:	3.64	2000 Score:	3.86	2000 Benchmarks		
Standard Deviation:	1.07	1998 Score:	3.87	2000 All Respondents:	3.80	
Number of Respondents:	353	1996 Score:	3.80	2000 Size Category 4	3.75	
		1994 Score:	Not Available	2000 Mission 5	3.65	
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	67	158	68	35	18	7
Percentage:	18.98%	44.76%	19.26%	9.92%	5.10%	1.98%

3. Our goals are consistently met or exceeded.

Current Score:	3.79	2000 Score:	4.11	2000 Benchmarks		
Standard Deviation:	1.03	1998 Score:	4.06	2000 All Respondents:	3.65	
Number of Respondents:	353	1996 Score:	3.78	2000 Size Category 4	3.56	
		1994 Score:	Not Available	2000 Mission 5	3.53	
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	85	162	48	40	10	8
Percentage:	24.08%	45.89%	13.60%	11.33%	2.83%	2.27%

4. We produce high quality work that has a low rate of error.

Current Score:	3.90	2000 Score:	3.90	2000 Benchmarks		
Standard Deviation:	0.94	1998 Score:	3.86	2000 All Respondents:	3.81	
Number of Respondents:	350	1996 Score:	3.88	2000 Size Category 4	3.69	
		1994 Score:	Not Available	2000 Mission 5	3.59	
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	87	175	48	25	8	7
Percentage:	24.86%	50.00%	13.71%	7.14%	2.29%	2.00%



Primary Items

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5. We know who our customers (those we serve) are.

Current Score:	4.21	2000 Score:	4.20	2000 Benchmarks		
Standard Deviation:	0.86	1998 Score:	4.15	2000 All Respondents:	4.19	
Number of Respondents:	350	1996 Score:	4.03	2000 Size Category 4	4.09	
		1994 Score:	Not Available	2000 Mission 5	4.20	
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	144	157	28	12	6	3
Percentage:	41.14%	44.86%	8.00%	3.43%	1.71%	.86%

6. We develop services to match our customers' needs.

Current Score:	3.79	2000 Score:	3.92	2000 Benchmarks		
Standard Deviation:	0.97	1998 Score:	3.77	2000 All Respondents:	3.85	
Number of Respondents:	351	1996 Score:	3.70	2000 Size Category 4	3.79	
		1994 Score:	Not Available	2000 Mission 5	3.85	
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	68	183	54	24	13	9
Percentage:	19.37%	52.14%	15.38%	6.84%	3.70%	2.56%

7. My performance is evaluated fairly.

Current Score:	3.80	2000 Score:	2.41	2000 Benchmarks		
Standard Deviation:	1.19	1998 Score:	2.55	2000 All Respondents:	2.67	
Number of Respondents:	352	1996 Score:	2.58	2000 Size Category 4	2.56	
		1994 Score:	Not Available	2000 Mission 5	2.61	
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	104	152	32	30	27	7
Percentage:	29.55%	43.18%	9.09%	8.52%	7.67%	1.99%

8. My supervisor is consistent when administering policies concerning employees.

Current Score:	3.60	2000 Score:	Not Available	2000 Benchmarks		
Standard Deviation:	1.28	1998 Score:	Not Available	2000 All Respondents:	Not Available	
Number of Respondents:	350	1996 Score:	Not Available	2000 Size Category 4	Not Available	
		1994 Score:	Not Available	2000 Mission 5	Not Available	
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	97	126	45	46	33	3
Percentage:	27.71%	36.00%	12.86%	13.14%	9.43%	.86%



Compensation

999 -The Sample Agency of Texas

For the following section employees are asked to indicate how strongly they agree or disagree that the statement describes their level of satisfaction with their compensation. Possible responses include: (1) Strongly Disagree, (2) Disagree, (3) Feel Neutral, (4) Agree, (5) Strongly Disagree and (6) Don't Know/ Not Applicable.

Any survey item with an average (mean) score above the neutral midpoint of "3.0" suggests that employees perceive the issue more positively than negatively. Scores of "4.0" or higher indicate areas of substantial strength for the organization. Conversely, scores below "3.0" are viewed more negatively by employees. Questions that receive below a "2.0" should be a significant source of concern for the organization and receive immediate attention.



Compensation

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60. People are paid fairly for the work they do.

Current Score:	2.51	2000 Score:	Not Available	2000 Benchmarks		
Standard Deviation:	1.25	1998 Score:	Not Available	2000 All Respondents:	Not Available	
Number of Respondents:	348	1996 Score:	Not Available	2000 Size Category 4:	Not Available	
		1994 Score:	Not Available	2000 Mission 5:	Not Available	
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	18	85	41	112	88	4
Percentage:	5.17%	24.43%	11.78%	32.18%	25.29%	1.15%

61. Salaries are competitive with similar jobs in the community.

Current Score:	2.29	2000 Score:	2.67	2000 Benchmarks		
Standard Deviation:	1.23	1998 Score:	2.74	2000 All Respondents:	2.34	
Number of Respondents:	349	1996 Score:	2.59	2000 Size Category 4:	2.47	
		1994 Score:	Not Available	2000 Mission 5:	2.36	
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	12	72	34	108	116	7
Percentage:	3.44%	20.63%	9.74%	30.95%	33.24%	2.01%

62. Benefits can be selected to meet individual needs.

Current Score:	3.54	2000 Score:	3.66	2000 Benchmarks		
Standard Deviation:	1.07	1998 Score:	3.70	2000 All Respondents:	3.71	
Number of Respondents:	350	1996 Score:	3.66	2000 Size Category 4:	3.71	
		1994 Score:	Not Available	2000 Mission 5:	3.65	
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	40	192	54	30	28	6
Percentage:	11.43%	54.86%	15.43%	8.57%	8.00%	1.71%

63. I understand my benefit plan.

Current Score:	3.68	2000 Score:	3.57	2000 Benchmarks		
Standard Deviation:	0.92	1998 Score:	3.60	2000 All Respondents:	3.76	
Number of Respondents:	350	1996 Score:	3.61	2000 Size Category 4:	3.80	
		1994 Score:	Not Available	2000 Mission 5:	3.55	
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	40	209	54	29	13	5
Percentage:	11.43%	59.71%	15.43%	8.29%	3.71%	1.43%



Organization Wide

999 -The Sample Agency of Texas

For the following section employees are asked to indicate how strongly they agree or disagree that the statement describes the organization as a whole. Possible responses include: (1) Strongly Disagree, (2) Disagree, (3) Feel Neutral, (4) Agree, (5) Strongly Disagree and (6) Don't Know/ Not Applicable.

Any survey item with an average (mean) score above the neutral midpoint of "3.0" suggests that employees perceive the issue more positively than negatively. Scores of "4.0" or higher indicate areas of substantial strength for the organization. Conversely, scores below "3.0" are viewed more negatively by employees. Questions that receive below a "2.0" should be a significant source of concern for the organization and receive immediate attention.



Organization Wide

999 -The Sample Agency of Texas

76. Information and knowledge are shared openly within this organization.

Current Score:	2.85	2000 Score:	2.62	2000 Benchmarks		
Standard Deviation:	1.19	1998 Score:	2.60	2000 All Respondents:	2.93	
Number of Respondents:	352	1996 Score:	2.52	2000 Size Category 4	2.78	
		1994 Score:	Not Available	2000 Mission 5	2.85	
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	21	109	60	104	50	8
Percentage:	5.97%	30.97%	17.05%	29.55%	14.20%	2.27%

77. An effort is made to get the opinions of people throughout the organization.

Current Score:	2.91	2000 Score:	3.07	2000 Benchmarks		
Standard Deviation:	1.20	1998 Score:	3.14	2000 All Respondents:	3.27	
Number of Respondents:	352	1996 Score:	3.17	2000 Size Category 4	3.23	
		1994 Score:	Not Available	2000 Mission 5	3.25	
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	22	115	63	90	50	12
Percentage:	6.25%	32.67%	17.90%	25.57%	14.20%	3.41%

78. We work well with other organizations.

Current Score:	3.71	2000 Score:	3.99	2000 Benchmarks		
Standard Deviation:	0.95	1998 Score:	4.04	2000 All Respondents:	3.84	
Number of Respondents:	350	1996 Score:	4.17	2000 Size Category 4	3.78	
		1994 Score:	Not Available	2000 Mission 5	3.83	
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	53	173	64	23	12	25
Percentage:	15.14%	49.43%	18.29%	6.57%	3.43%	7.14%

79. We work well with our governing bodies (the legislature, the board, etc.).

Current Score:	3.59	2000 Score:	3.73	2000 Benchmarks		
Standard Deviation:	0.97	1998 Score:	3.99	2000 All Respondents:	3.87	
Number of Respondents:	350	1996 Score:	3.52	2000 Size Category 4	3.80	
		1994 Score:	Not Available	2000 Mission 5	3.86	
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	39	154	76	22	15	44
Percentage:	11.14%	44.00%	21.71%	6.29%	4.29%	12.57%



Additional Items

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Organizations participating in the Survey are invited to submit up to 20 additional items for inclusion in the Survey. These items are printed on an insert and included in each employee's survey packet. Please refer to the insert that has been included later in this binder for more information on additional items submitted by this organization.

*Additional Items are not included if none were submitted.



Additional Items

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1. The agency does a good job of balancing the regulatory duties and the enforcement duties.

Average Score: Standard Deviation: Number of Respondents:

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable

Frequency:	31	137	51	36	34	36
Percentage:	9.54%	42.15%	15.69%	11.08%	10.46%	11.08%

2. The general public is familiar with our role of regulating the sample agency's industry and supports our efforts.

Average Score: Standard Deviation: Number of Respondents:

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable

Frequency:	33	135	61	53	25	15
Percentage:	10.25%	41.93%	18.94%	16.46%	7.76%	4.66%

3. I feel that employee performance reviews help me to better my performance and better understand my job duties.

Average Score: Standard Deviation: Number of Respondents:

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable

Frequency:	35	143	62	57	21	4
Percentage:	10.87%	44.41%	19.25%	17.70%	6.52%	1.24%

4. I feel management listens to all employees and implements appropriate suggestions for improvement.

Average Score: Standard Deviation: Number of Respondents:

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable

Frequency:	20	88	72	85	53	5
Percentage:	6.19%	27.24%	22.29%	26.32%	16.41%	1.55%

5. I feel our customer service in Enforcement, Licensing, and Compliance is effective and sincere.

Average Score: Standard Deviation: Number of Respondents:

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable

Frequency:	40	166	45	34	15	24
Percentage:	12.35%	51.23%	13.89%	10.49%	4.63%	7.41%



Survey Constructs

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Dimension 1: Work Group

Supervisor Effectiveness	Construct Score = 313	Avg	S.D.
20: We have an opportunity to participate in the goal setting process.		2.81	1.18
22: We seem to be working toward the same goals.		3.39	1.05
24: We are given the opportunity to do our best work.		3.57	1.16
33: We are given accurate feedback about our performance.		3.39	1.04
38: Supervisors know whether an individual's career goals are compatible with organizational goals.		3.04	1.05
47: People who challenge the status quo are valued.		2.82	1.14
51: Favoritism (special treatment) is not an issue in raises or promotions.		2.92	1.34
Fairness	Construct Score = 345	Avg	S.D.
7: My performance is evaluated fairly.		3.80	1.19
8: My supervisor is consistent when administering policies concerning employees.		3.60	1.28
23: There is a basic trust among employees and supervisors.		3.22	1.25
34: When possible, alternative work schedules (flex-time, compressed work weeks, job sharing, telecommuting) are offered to employees.		3.71	1.14
51: Favoritism (special treatment) is not an issue in raises or promotions.		2.92	1.34
Team Effectiveness	Construct Score = 318	Avg	S.D.
19: Work groups receive adequate feedback that helps improve their performance.		3.03	1.09
21: Decision making and control are given to employees doing the actual work.		3.14	1.21
23: There is a basic trust among employees and supervisors.		3.22	1.25
27: We are efficient.		3.54	1.06
29: There is a real feeling of teamwork.		3.14	1.18
48: Work groups are actively involved in making work processes more effective.		3.04	1.05
Diversity	Construct Score = 329	Avg	S.D.
9: Every employee is valued.		3.31	1.29
10: We work to attract, develop, and retain people with diverse backgrounds.		3.20	1.21
18: Work groups are trained to incorporate the opinions of each member.		3.03	1.11
49: The people I work with treat each other with respect.		3.66	1.08



Survey Constructs

999 -The Sample Agency of Texas

Dimension 2: Accommodations

Fair Pay	Construct Score = 229	Avg	S.D.
60: People are paid fairly for the work they do.		2.51	1.25
61: Salaries are competitive with similar jobs in the community.		2.29	1.23
65: My pay keeps pace with the cost of living.		2.07	1.17
Physical Environment	Construct Score = 341	Avg	S.D.
11: We have adequate computer resources (hardware and software).		3.05	1.33
39: We have sufficient procedures to ensure the safety of employees in the workplace.		3.52	1.06
40: Our workplace is well maintained.		3.55	1.11
41: Within my workplace, there is a feeling of community.		3.52	1.12
Benefits	Construct Score = 354	Avg	S.D.
62: Benefits can be selected to meet individual needs.		3.54	1.07
63: I understand my benefit plan.		3.68	0.92
64: Benefits are comparable to those offered in other jobs.		3.43	1.13
Employment Development	Construct Score = 306	Avg	S.D.
18: Work groups are trained to incorporate the opinions of each member.		3.03	1.11
35: Training is made available to us for personal growth and development.		3.03	1.21
36: Training is made available to us so that we can do our jobs better.		3.14	1.19
37: We have access to information about job opportunities, conferences, workshops, and training.		3.09	1.13
38: Supervisors know whether an individual's career goals are compatible with organizational goals.		3.04	1.05



Key to the Data Files (Provided in Excel format)

999 -The Sample Agency of Texas

This key can be used to interpret the layout of the

999_Org_Items.xls, 999_OC1_Items.xls, and 999_OC2_Items.xls

and the

999_Org_Additional_Items.xls, 999_OC1_Additional_Items.xls, and 999_OC2_Additional_Items.xls

Microsoft Excel data files found on the returned disks.

999_Org_Items.xls lists the scores for each of the Survey Items for the organization as a whole. 999_OC1_Items.xls lists the scores for each of the Survey Items for each of the organizational categories filled in Organization Code Box # 2. 999_OC2_Items.xls lists the scores for each of the Survey Items for each of the organizational categories filled in Organization Code Box # 3. If an Organizational Category did not have five or more respondents no Survey Item scores will appear for that category.

999_Org_Additional_Items.xls lists the scores for each of the Additional Items for the organization as a whole. 999_OC1_Additional_Items.xls lists the scores for each of the Additional Items for each of the organizational categories filled in Organization Code Box # 2. 999_OC2_Additional_Items.xls lists the scores for each of the Additional Items for each of the organizational categories filled in Organization Code Box # 3. If an Organizational Category did not have five or more respondents no Additional Item scores will appear for that category.

Sample Data Excerpt*:

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
1	ID	NAME	ITEM_NO	ITEM_TEXT	SA_COUNT	SA_PCT	A_COUNT	A_PCT	N_COUNT	N_PCT	D_COUNT	D_PCT	SD_COUNT	SD_PCT	NA_COUNT	NA_PCT	RESPONSE_COUNT	AVG	STD_DEV	VR
2	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
3	111	Texas	1	We are	3	0.6	2	0.4	0	0	0	0	0	0	0	0	5	4.6	0.5	5
4	111	Texas	2	We are	2	0.4	1	0.2	2	0.4	0	0	0	0	0	0	5	4	0.5	5
5	111	Texas	3	Our goals	0	0	4	0.8	1	0.2	0	0	0	0	0	0	5	3.8	0.3	5

*This is sample has been formatted to allow it to fit on one page. Actual Data Files will not have the header column formatted at a 45 degree angle and will not have a sub-header row with letters "A"-"T".

Key:

A: "ID"

This column contains either the Organization's ID number or the Organizational Category Number.

C: "ITEM_NO"

This column contains the item number.

E, G, I, K, M, O: "R_COUNT"

These columns contain the number of respondents who selected response "R", where R=SA (Strongly Agree), A (Agree), N (Neutral), D (Disagree), SD (Strongly Disagree), or NA (Not Applicable/Don't Know").

Q: "RESPONSE_COUNT"

This column contains the total number of respondents to this item.

S: "STD_DEV"

This column contains the Standard Deviation of the responses Strongly Agree through Strongly Disagree as explained in the "AVG" definition.

B: "NAME"

This column contains either the Organization's Name or the Organizational Category Name.

D: "ITEM_TEXT"

This column contains the text of the item.

F, H, J, L, N, P: "R_PCT"

These columns contain the ratios of the number of respondents who selected response "R" (defined under "R_COUNT") to the total number of respondents for this item. Multiplying by 100 will yield the percent of respondents who selected response "R" out of the total number of respondents to this item.

R: "AVG"

This column contains the average score on this item. This is done by assigning values 5-1 to the responses Strongly Agree to Strongly Disagree respectively, summing these values for the item, and dividing by the total number of respondents who answered with a response Strongly Agree through Strongly Disagree.

T: "VR"

This column contains the number of "valid" responses; i.e. the number of respondents who selected responses Strongly Agree through Strongly Disagree. It is used as the number of respondents when computing the Average and Standard Deviation.



Survey Insert

999 -The Sample Agency of Texas

Organization Codes

1. In **Code Box 1**, all employees of the The Sample Agency of Texas should fill in code **999**.

2. In **Code Box 2**, please indicate where you are assigned:

<u>Code</u>	<u>District/Division</u>	<u>Code</u>	<u>District/Division</u>
101	Executive/Resource Management Division	102	Enforcement Division
103	Licensing Department	104	Compliance Department
105	Ports of Entry		

3. In **Code Box 3**, please indicate if you are a commissioned peace officer

<u>Code</u>	<u>Response</u>	<u>Code</u>	<u>Response</u>
201	Commissioned Peace Officer- Yes	202	Commissioned Peace Officer- No

Additional Items

- The agency does a good job of balancing the regulatory duties and the enforcement duties.
- The general public is familiar with our role of regulating the sample agency's industry and supports our efforts.
- I feel that employee performance reviews help me to better my performance and better understand my job duties.
- I feel management listens to all employees and implements appropriate suggestions for improvement.
- I feel our customer service in Enforcement, Licensing, and Compliance is effective and sincere.
- Communication at our agency works well enough that I can find out what is going on.
- The agency does a good job of responding to change.
- I believe that the Wide Area Network, Internet access, etc. instituted by the agency improve the quality of services to the public.
- I understand how my work contributes to the overall success of this agency.
- The option for compressed time (WISE) has improved my ability to meet personal and/or family needs.
- Working with employees on compressed time (WISE) has had a positive effect on my productivity.
- Employees in other departments provide good service to my work group and myself.
- The employee newsletter helps me understand what is going on in our agency.
- Employees in this agency are concerned about making ethical decisions about their work.
- Members of my immediate group trust each other and work as a unit.
- The agency takes appropriate action against employees who violate the public trust.
- Each employee is held personally accountable for the quality of work produced.
- My supervisor provides me with regular information regarding the mission and goals of the agency.
- The employees of the agency support their supervisors.
- The agency does a good job of planning projects and assigning appropriate resources to each project.

