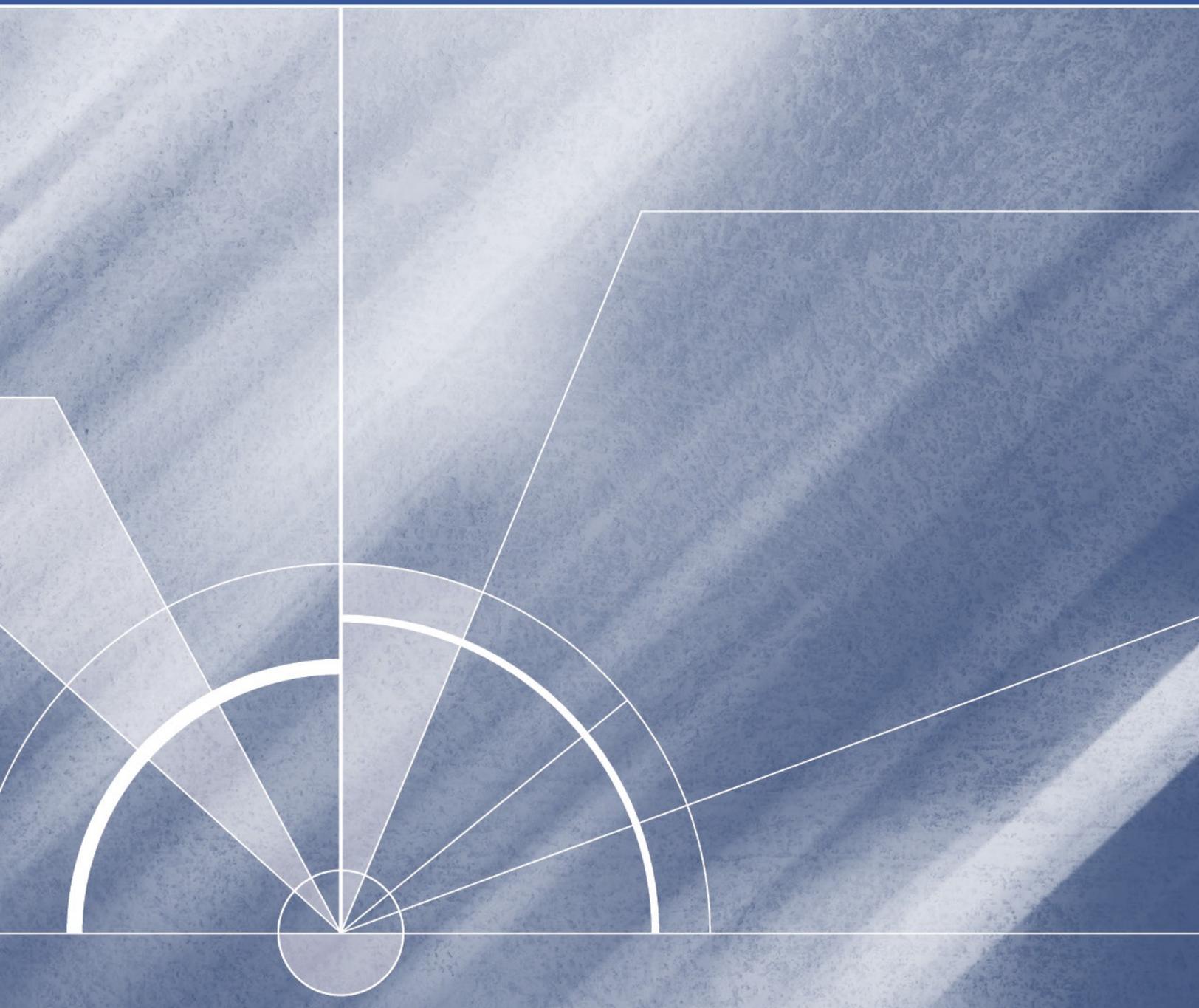


2019

Office of Personnel Management 
Federal Employee Viewpoint Survey
Empowering Employees. Inspiring Change.

3rd Level
Subagency
Comparison
Report

Department of Health and Human Services
NASHVILLE AREA INDIAN HEALTH SERVICE



Department of Health and Human Services
NASHVILLE AREA INDIAN HEALTH SERVICE
3rd Level Subagency Comparison Report

This 2019 OPM Federal Employee Viewpoint Survey Report provides summary results for your subagencies, including comparisons to your department or agency.

Response Summary

	Surveys Completed	Response Rate
Department of Health and Human Services	51,703	71.9%
Indian Health Service	8,572	65.8%
NASHVILLE AREA INDIAN HEALTH SERVICE	128	85.3%
OFC OF THE AREA DIR	45	75.0%

Your Data

A Microsoft® Excel® file containing your results is embedded in this document. To access the workbook, double click on the 'pin' in the upper left corner of this page. Alternatively, you may access the workbook through the vertical navigation pane on the left side of the Adobe® Reader® window by clicking on the image of the paper clip.

Main Report Results

The results include response percentages for each survey item. The definitions for the Positive, Neutral, and Negative response percentages vary in the following ways across the three primary response scales used in the survey:

Positive: *"Strongly Agree and Agree"* or *"Very Satisfied and Satisfied"* or *"Very Good and Good"*

Neutral: *"Neither Agree nor Disagree"* or *"Neither Satisfied nor Dissatisfied"* or *"Fair"*

Negative: *"Disagree and Strongly Disagree"* or *"Dissatisfied and Very Dissatisfied"* or *"Poor and Very Poor"*

Positive, Neutral, and Negative percentages are based on the total number of responses (N) that are in these three categories. The number of *Do Not Know (DNK)*, *No Basis to Judge (NBJ)*, *Choose Not to Participate*, *Not Available to Me*, *Unaware of Programs*, or *No Support Required* responses, where applicable, is listed separately.

Note: Response rates are not displayed in the Response Summary table when there are fewer than 10 completed surveys. The report tables that follow do not include results for any subagency that had fewer than 10 completed surveys.

My Work Experience

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

	N	Positive	Neutral	Negative
Department of Health and Human Services	51,414	73.6%	13.3%	13.2%
Indian Health Service	8,511	66.1%	17.2%	16.7%
NASHVILLE AREA INDIAN HEALTH SERVICE	128	70.0%	16.8%	13.2%
OFC OF THE AREA DIR	45	67.3%	10.1%	22.5%

Department of Health and Human Services
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My Work Experience (continued)

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

	N	Positive	Neutral	Negative
Department of Health and Human Services	51,398	76.6%	12.4%	10.9%
Indian Health Service	8,503	73.0%	15.8%	11.2%
NASHVILLE AREA INDIAN HEALTH SERVICE	127	73.9%	17.7%	8.5%
OFC OF THE AREA DIR	45	70.5%	14.6%	14.9%

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

	N	Positive	Neutral	Negative
Department of Health and Human Services	51,277	69.0%	15.5%	15.5%
Indian Health Service	8,469	62.7%	19.9%	17.3%
NASHVILLE AREA INDIAN HEALTH SERVICE	128	68.7%	13.3%	18.0%
OFC OF THE AREA DIR	45	62.7%	11.1%	26.2%

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

	N	Positive	Neutral	Negative
Department of Health and Human Services	51,504	79.0%	12.0%	9.0%
Indian Health Service	8,528	76.2%	14.1%	9.7%
NASHVILLE AREA INDIAN HEALTH SERVICE	128	75.3%	15.2%	9.4%
OFC OF THE AREA DIR	45	73.4%	10.3%	16.2%

5. I like the kind of work I do.

	N	Positive	Neutral	Negative
Department of Health and Human Services	51,491	86.9%	9.0%	4.2%
Indian Health Service	8,522	91.1%	7.0%	1.9%
NASHVILLE AREA INDIAN HEALTH SERVICE	128	88.6%	8.7%	2.8%
OFC OF THE AREA DIR	45	83.8%	8.4%	7.7%

6. I know what is expected of me on the job.

	N	Positive	Neutral	Negative
Department of Health and Human Services	51,442	83.7%	9.4%	6.9%
Indian Health Service	8,527	86.6%	8.4%	5.1%
NASHVILLE AREA INDIAN HEALTH SERVICE	128	82.1%	7.5%	10.4%
OFC OF THE AREA DIR	45	82.7%	7.9%	9.4%

Department of Health and Human Services
NASHVILLE AREA INDIAN HEALTH SERVICE
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My Work Experience (continued)

7. When needed I am willing to put in the extra effort to get a job done.

	N	Positive	Neutral	Negative
Department of Health and Human Services	51,508	97.0%	2.1%	0.9%
Indian Health Service	8,531	96.0%	2.9%	1.1%
NASHVILLE AREA INDIAN HEALTH SERVICE	127	96.9%	2.4%	0.7%
OFC OF THE AREA DIR	45	97.6%	2.4%	0.0%

8. I am constantly looking for ways to do my job better.

	N	Positive	Neutral	Negative
Department of Health and Human Services	51,540	92.8%	6.1%	1.1%
Indian Health Service	8,543	91.9%	7.1%	1.0%
NASHVILLE AREA INDIAN HEALTH SERVICE	128	92.0%	7.2%	0.8%
OFC OF THE AREA DIR	45	90.9%	6.8%	2.4%

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	51,195	58.2%	15.2%	26.6%	102
Indian Health Service	8,446	52.4%	18.4%	29.2%	26
NASHVILLE AREA INDIAN HEALTH SERVICE	127	51.6%	17.8%	30.6%	0
OFC OF THE AREA DIR	45	39.6%	20.4%	40.0%	0

10. My workload is reasonable.

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	51,270	62.9%	15.1%	22.0%	58
Indian Health Service	8,477	62.7%	17.0%	20.3%	14
NASHVILLE AREA INDIAN HEALTH SERVICE	128	60.0%	20.4%	19.6%	0
OFC OF THE AREA DIR	45	48.0%	20.4%	31.6%	0

11. My talents are used well in the workplace.

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	50,945	66.5%	15.3%	18.2%	196
Indian Health Service	8,418	70.5%	15.4%	14.1%	32
NASHVILLE AREA INDIAN HEALTH SERVICE	126	63.9%	12.8%	23.3%	2
OFC OF THE AREA DIR	44	67.6%	6.7%	25.7%	1

Department of Health and Human Services
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My Work Experience (continued)

12. I know how my work relates to the agency's goals.

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	51,296	89.0%	7.2%	3.9%	127
Indian Health Service	8,490	87.3%	9.3%	3.3%	29
NASHVILLE AREA INDIAN HEALTH SERVICE	128	93.0%	6.3%	0.7%	0
OFC OF THE AREA DIR	45	94.2%	3.7%	2.0%	0

13. The work I do is important.

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	51,324	92.7%	5.3%	2.0%	93
Indian Health Service	8,502	95.7%	3.4%	0.9%	12
NASHVILLE AREA INDIAN HEALTH SERVICE	128	94.3%	3.3%	2.3%	0
OFC OF THE AREA DIR	45	97.6%	0.0%	2.4%	0

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	51,302	73.5%	12.4%	14.1%	227
Indian Health Service	8,506	67.9%	14.9%	17.2%	30
NASHVILLE AREA INDIAN HEALTH SERVICE	127	62.7%	19.5%	17.8%	0
OFC OF THE AREA DIR	45	68.6%	16.6%	14.8%	0

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	50,971	76.6%	11.7%	11.7%	485
Indian Health Service	8,446	72.6%	12.9%	14.6%	73
NASHVILLE AREA INDIAN HEALTH SERVICE	128	67.4%	13.1%	19.5%	0
OFC OF THE AREA DIR	45	65.4%	13.1%	21.4%	0

16. I am held accountable for achieving results.

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	51,215	88.0%	8.8%	3.2%	186
Indian Health Service	8,480	82.9%	12.4%	4.7%	36
NASHVILLE AREA INDIAN HEALTH SERVICE	126	88.6%	5.7%	5.7%	0
OFC OF THE AREA DIR	45	82.4%	6.4%	11.2%	0

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My Work Experience (continued)

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	48,938	68.6%	17.4%	13.9%	2,481
Indian Health Service	8,322	59.6%	20.4%	20.0%	177
NASHVILLE AREA INDIAN HEALTH SERVICE	123	59.5%	17.2%	23.3%	5
OFC OF THE AREA DIR	42	57.7%	11.7%	30.6%	3

18. My training needs are assessed.

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	51,030	60.0%	21.3%	18.7%	435
Indian Health Service	8,436	54.9%	24.2%	20.9%	78
NASHVILLE AREA INDIAN HEALTH SERVICE	128	53.2%	21.9%	24.9%	0
OFC OF THE AREA DIR	45	49.5%	17.8%	32.7%	0

19. In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding).

	N	Positive	Neutral	Negative	NBJ
Department of Health and Human Services	50,648	74.9%	11.8%	13.2%	876
Indian Health Service	8,402	76.9%	11.4%	11.7%	137
NASHVILLE AREA INDIAN HEALTH SERVICE	126	70.0%	10.1%	19.9%	2
OFC OF THE AREA DIR	43	72.2%	9.2%	18.6%	2

My Work Unit

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

	N	Positive	Neutral	Negative
Department of Health and Human Services	51,408	80.7%	10.8%	8.5%
Indian Health Service	8,504	65.2%	18.3%	16.5%
NASHVILLE AREA INDIAN HEALTH SERVICE	128	64.1%	14.0%	21.9%
OFC OF THE AREA DIR	45	61.1%	14.8%	24.1%

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	49,681	53.1%	22.8%	24.1%	1,577
Indian Health Service	8,321	43.1%	27.6%	29.3%	169
NASHVILLE AREA INDIAN HEALTH SERVICE	125	34.1%	29.5%	36.4%	3
OFC OF THE AREA DIR	43	23.2%	32.7%	44.1%	2

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My Work Unit (continued)

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	47,319	48.5%	26.6%	24.9%	3,856
Indian Health Service	8,002	41.5%	31.7%	26.8%	470
NASHVILLE AREA INDIAN HEALTH SERVICE	123	36.8%	29.6%	33.6%	5
OFC OF THE AREA DIR	42	36.3%	18.5%	45.2%	3

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	44,892	39.5%	29.8%	30.7%	6,297
Indian Health Service	8,088	32.6%	29.1%	38.3%	398
NASHVILLE AREA INDIAN HEALTH SERVICE	118	31.7%	30.5%	37.7%	9
OFC OF THE AREA DIR	39	35.2%	29.3%	35.4%	5

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	47,626	46.4%	27.5%	26.1%	3,626
Indian Health Service	8,213	38.7%	29.9%	31.3%	284
NASHVILLE AREA INDIAN HEALTH SERVICE	124	42.4%	23.4%	34.2%	4
OFC OF THE AREA DIR	43	40.6%	18.4%	41.1%	2

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	47,713	55.5%	23.2%	21.2%	3,468
Indian Health Service	8,162	46.6%	26.1%	27.3%	326
NASHVILLE AREA INDIAN HEALTH SERVICE	126	49.2%	20.3%	30.4%	2
OFC OF THE AREA DIR	45	45.6%	13.7%	40.7%	0

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	50,988	77.8%	12.3%	10.0%	255
Indian Health Service	8,451	63.0%	19.6%	17.4%	43
NASHVILLE AREA INDIAN HEALTH SERVICE	128	63.8%	16.7%	19.5%	0
OFC OF THE AREA DIR	45	63.4%	16.1%	20.5%	0

Department of Health and Human Services
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My Work Unit (continued)

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	49,215	63.4%	24.9%	11.6%	1,979
Indian Health Service	8,339	60.4%	25.7%	13.9%	137
NASHVILLE AREA INDIAN HEALTH SERVICE	126	57.0%	28.0%	15.0%	2
OFC OF THE AREA DIR	44	51.4%	23.7%	24.8%	1

28. How would you rate the overall quality of work done by your work unit?

	N	Positive	Neutral	Negative
Department of Health and Human Services	51,283	88.0%	9.9%	2.1%
Indian Health Service	8,502	78.0%	17.7%	4.3%
NASHVILLE AREA INDIAN HEALTH SERVICE	128	72.2%	24.1%	3.7%
OFC OF THE AREA DIR	45	68.0%	24.0%	8.0%

29. My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	50,876	85.0%	9.7%	5.4%	429
Indian Health Service	8,433	78.3%	14.8%	6.9%	70
NASHVILLE AREA INDIAN HEALTH SERVICE	125	73.2%	19.5%	7.2%	3
OFC OF THE AREA DIR	42	70.9%	17.4%	11.7%	3

My Agency

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	49,564	56.7%	22.5%	20.9%	1,310
Indian Health Service	8,254	48.4%	29.0%	22.6%	155
NASHVILLE AREA INDIAN HEALTH SERVICE	122	50.4%	23.6%	26.0%	5
OFC OF THE AREA DIR	44	44.0%	22.8%	33.1%	1

31. Employees are recognized for providing high quality products and services.

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	49,921	62.8%	19.2%	18.0%	971
Indian Health Service	8,286	47.6%	25.5%	26.9%	132
NASHVILLE AREA INDIAN HEALTH SERVICE	128	51.1%	20.9%	28.0%	0
OFC OF THE AREA DIR	45	43.5%	24.0%	32.5%	0

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My Agency (continued)

32. Creativity and innovation are rewarded.

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	49,111	53.5%	25.4%	21.1%	1,616
Indian Health Service	8,154	37.8%	32.2%	30.1%	230
NASHVILLE AREA INDIAN HEALTH SERVICE	125	42.6%	31.5%	26.0%	2
OFC OF THE AREA DIR	44	39.9%	29.3%	30.8%	1

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	46,208	38.6%	30.1%	31.3%	4,617
Indian Health Service	7,915	37.4%	30.7%	31.9%	493
NASHVILLE AREA INDIAN HEALTH SERVICE	124	32.8%	31.7%	35.5%	4
OFC OF THE AREA DIR	44	20.0%	36.9%	43.1%	1

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	47,279	63.2%	24.3%	12.4%	3,599
Indian Health Service	7,982	51.0%	32.7%	16.3%	436
NASHVILLE AREA INDIAN HEALTH SERVICE	121	53.7%	28.7%	17.6%	7
OFC OF THE AREA DIR	44	53.6%	33.9%	12.5%	1

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	49,902	83.1%	11.1%	5.8%	1,055
Indian Health Service	8,354	76.5%	14.3%	9.2%	75
NASHVILLE AREA INDIAN HEALTH SERVICE	124	75.4%	17.8%	6.8%	4
OFC OF THE AREA DIR	43	80.7%	13.4%	5.9%	2

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	50,045	81.3%	12.4%	6.4%	757
Indian Health Service	8,322	74.3%	15.9%	9.8%	70
NASHVILLE AREA INDIAN HEALTH SERVICE	127	65.1%	22.3%	12.7%	0
OFC OF THE AREA DIR	45	63.3%	26.0%	10.8%	0

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My Agency (continued)

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	47,499	61.5%	20.3%	18.2%	3,378
Indian Health Service	8,155	48.6%	24.6%	26.8%	264
NASHVILLE AREA INDIAN HEALTH SERVICE	122	49.2%	21.8%	29.0%	6
OFC OF THE AREA DIR	44	43.9%	19.5%	36.6%	1

38. Prohibited Personnel Practices (for example, illegally discriminating for or against any employee/applicant, obstructing a person's right to compete for employment, knowingly violating veterans' preference requirements) are not tolerated.

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	46,084	72.6%	16.9%	10.5%	4,705
Indian Health Service	7,906	59.9%	24.2%	16.0%	487
NASHVILLE AREA INDIAN HEALTH SERVICE	120	59.4%	23.3%	17.3%	8
OFC OF THE AREA DIR	43	51.2%	28.4%	20.4%	2

39. My agency is successful at accomplishing its mission.

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	50,065	82.3%	13.1%	4.6%	820
Indian Health Service	8,272	67.4%	23.3%	9.3%	138
NASHVILLE AREA INDIAN HEALTH SERVICE	127	70.4%	24.2%	5.4%	1
OFC OF THE AREA DIR	45	61.7%	23.2%	15.1%	0

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	50,914	75.8%	15.0%	9.2%	
Indian Health Service	8,415	66.8%	22.1%	11.1%	
NASHVILLE AREA INDIAN HEALTH SERVICE	128	61.2%	26.5%	12.2%	
OFC OF THE AREA DIR	45	56.8%	22.2%	21.0%	

41. I believe the results of this survey will be used to make my agency a better place to work.

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	47,835	55.9%	24.1%	20.0%	3,111
Indian Health Service	7,838	52.5%	25.9%	21.6%	585
NASHVILLE AREA INDIAN HEALTH SERVICE	120	56.8%	22.4%	20.9%	8
OFC OF THE AREA DIR	41	48.3%	30.8%	20.9%	4

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My Supervisor

42. My supervisor supports my need to balance work and other life issues.

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	50,652	84.5%	8.1%	7.4%	192
Indian Health Service	8,357	72.1%	13.8%	14.1%	45
NASHVILLE AREA INDIAN HEALTH SERVICE	128	79.6%	8.3%	12.2%	0
OFC OF THE AREA DIR	45	76.3%	4.3%	19.4%	0

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	50,557	74.7%	13.2%	12.1%	206
Indian Health Service	8,357	64.5%	19.2%	16.3%	35
NASHVILLE AREA INDIAN HEALTH SERVICE	128	63.0%	16.8%	20.2%	0
OFC OF THE AREA DIR	45	56.9%	15.3%	27.8%	0

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	50,348	72.1%	14.8%	13.1%	421
Indian Health Service	8,300	63.5%	19.3%	17.2%	89
NASHVILLE AREA INDIAN HEALTH SERVICE	128	61.9%	17.4%	20.7%	0
OFC OF THE AREA DIR	45	56.9%	15.5%	27.6%	0

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	47,304	76.0%	16.4%	7.5%	3,435
Indian Health Service	7,990	63.2%	22.9%	13.9%	401
NASHVILLE AREA INDIAN HEALTH SERVICE	118	67.9%	19.1%	13.0%	10
OFC OF THE AREA DIR	41	60.4%	22.2%	17.4%	4

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	50,553	70.9%	15.7%	13.4%	227
Indian Health Service	8,355	62.2%	20.0%	17.7%	42
NASHVILLE AREA INDIAN HEALTH SERVICE	128	60.3%	19.7%	20.0%	0
OFC OF THE AREA DIR	45	56.0%	13.8%	30.2%	0

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My Supervisor (continued)

47. Supervisors in my work unit support employee development.

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	50,103	75.4%	13.7%	10.9%	691
Indian Health Service	8,275	62.1%	20.1%	17.8%	112
NASHVILLE AREA INDIAN HEALTH SERVICE	128	63.8%	21.0%	15.2%	0
OFC OF THE AREA DIR	45	56.6%	19.9%	23.5%	0

48. My supervisor listens to what I have to say.

	N	Positive	Neutral	Negative
Department of Health and Human Services	50,699	81.5%	9.9%	8.6%
Indian Health Service	8,384	70.0%	16.3%	13.7%
NASHVILLE AREA INDIAN HEALTH SERVICE	128	77.0%	12.3%	10.6%
OFC OF THE AREA DIR	45	68.2%	17.0%	14.8%

49. My supervisor treats me with respect.

	N	Positive	Neutral	Negative
Department of Health and Human Services	50,694	84.8%	8.4%	6.8%
Indian Health Service	8,385	74.7%	14.8%	10.5%
NASHVILLE AREA INDIAN HEALTH SERVICE	128	78.0%	12.1%	9.9%
OFC OF THE AREA DIR	45	72.5%	14.7%	12.7%

50. In the last six months, my supervisor has talked with me about my performance.

	N	Positive	Neutral	Negative
Department of Health and Human Services	50,686	82.7%	9.0%	8.2%
Indian Health Service	8,387	70.9%	15.6%	13.5%
NASHVILLE AREA INDIAN HEALTH SERVICE	128	74.0%	12.9%	13.1%
OFC OF THE AREA DIR	45	62.9%	21.0%	16.1%

51. I have trust and confidence in my supervisor.

	N	Positive	Neutral	Negative
Department of Health and Human Services	50,658	74.6%	13.2%	12.1%
Indian Health Service	8,388	63.8%	18.3%	17.9%
NASHVILLE AREA INDIAN HEALTH SERVICE	127	64.1%	14.8%	21.2%
OFC OF THE AREA DIR	45	54.6%	15.2%	30.3%

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NASHVILLE AREA INDIAN HEALTH SERVICE
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My Supervisor (continued)

52. Overall, how good a job do you feel is being done by your immediate supervisor?

	N	Positive	Neutral	Negative
Department of Health and Human Services	50,686	77.1%	14.2%	8.7%
Indian Health Service	8,394	64.7%	20.5%	14.9%
NASHVILLE AREA INDIAN HEALTH SERVICE	128	64.4%	15.6%	20.0%
OFC OF THE AREA DIR	45	54.8%	17.6%	27.6%

Leadership

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	49,300	54.8%	23.1%	22.2%	1,184
Indian Health Service	8,144	44.7%	27.5%	27.7%	195
NASHVILLE AREA INDIAN HEALTH SERVICE	127	54.7%	22.7%	22.6%	1
OFC OF THE AREA DIR	44	49.2%	27.1%	23.7%	1

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	47,480	62.9%	22.0%	15.1%	2,961
Indian Health Service	8,012	50.4%	28.2%	21.3%	328
NASHVILLE AREA INDIAN HEALTH SERVICE	122	53.5%	29.0%	17.4%	5
OFC OF THE AREA DIR	43	48.1%	25.7%	26.2%	2

55. Supervisors work well with employees of different backgrounds.

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	47,861	72.6%	17.4%	10.0%	2,441
Indian Health Service	8,014	59.9%	24.8%	15.3%	291
NASHVILLE AREA INDIAN HEALTH SERVICE	126	62.1%	24.1%	13.7%	2
OFC OF THE AREA DIR	44	55.2%	26.8%	18.0%	1

56. Managers communicate the goals of the organization.

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	49,577	70.0%	17.2%	12.7%	771
Indian Health Service	8,139	57.0%	24.7%	18.2%	180
NASHVILLE AREA INDIAN HEALTH SERVICE	127	61.3%	16.6%	22.2%	1
OFC OF THE AREA DIR	45	53.9%	20.2%	25.9%	0

Department of Health and Human Services
NASHVILLE AREA INDIAN HEALTH SERVICE
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Leadership (continued)

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	47,761	69.4%	19.5%	11.1%	2,644
Indian Health Service	7,939	57.2%	26.8%	16.0%	390
NASHVILLE AREA INDIAN HEALTH SERVICE	122	60.0%	22.9%	17.1%	6
OFC OF THE AREA DIR	40	53.0%	24.9%	22.1%	5

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	48,966	63.5%	19.3%	17.2%	1,477
Indian Health Service	8,084	50.6%	26.6%	22.8%	250
NASHVILLE AREA INDIAN HEALTH SERVICE	126	57.8%	17.8%	24.4%	2
OFC OF THE AREA DIR	44	52.8%	18.4%	28.8%	1

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	48,792	67.5%	18.3%	14.3%	1,439
Indian Health Service	7,979	52.6%	26.9%	20.5%	283
NASHVILLE AREA INDIAN HEALTH SERVICE	127	59.7%	21.3%	19.0%	1
OFC OF THE AREA DIR	44	52.4%	29.7%	17.9%	1

60. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	47,853	68.1%	19.6%	12.2%	2,589
Indian Health Service	7,770	54.3%	26.7%	19.0%	565
NASHVILLE AREA INDIAN HEALTH SERVICE	117	56.0%	20.8%	23.2%	10
OFC OF THE AREA DIR	40	48.0%	17.9%	34.1%	4

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	49,636	66.2%	20.1%	13.7%	754
Indian Health Service	8,149	57.7%	25.6%	16.7%	175
NASHVILLE AREA INDIAN HEALTH SERVICE	126	60.3%	25.3%	14.4%	1
OFC OF THE AREA DIR	43	61.3%	22.9%	15.8%	1

Department of Health and Human Services
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Leadership (continued)

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	46,786	66.7%	20.8%	12.5%	3,596
Indian Health Service	7,609	49.8%	31.4%	18.8%	707
NASHVILLE AREA INDIAN HEALTH SERVICE	121	58.5%	27.2%	14.4%	6
OFC OF THE AREA DIR	43	50.8%	41.7%	7.5%	1

My Satisfaction

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

	N	Positive	Neutral	Negative
Department of Health and Human Services	50,229	60.7%	20.4%	18.8%
Indian Health Service	8,296	56.2%	24.7%	19.1%
NASHVILLE AREA INDIAN HEALTH SERVICE	127	56.6%	21.1%	22.3%
OFC OF THE AREA DIR	44	48.5%	22.4%	29.0%

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

	N	Positive	Neutral	Negative
Department of Health and Human Services	50,254	58.7%	21.6%	19.7%
Indian Health Service	8,297	49.8%	27.6%	22.6%
NASHVILLE AREA INDIAN HEALTH SERVICE	126	48.2%	27.5%	24.3%
OFC OF THE AREA DIR	43	46.3%	32.2%	21.5%

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

	N	Positive	Neutral	Negative
Department of Health and Human Services	50,279	60.6%	20.7%	18.7%
Indian Health Service	8,304	48.5%	25.8%	25.7%
NASHVILLE AREA INDIAN HEALTH SERVICE	126	45.7%	27.5%	26.9%
OFC OF THE AREA DIR	44	45.5%	23.8%	30.7%

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

	N	Positive	Neutral	Negative
Department of Health and Human Services	50,164	54.4%	27.5%	18.1%
Indian Health Service	8,291	47.6%	32.0%	20.3%
NASHVILLE AREA INDIAN HEALTH SERVICE	126	47.4%	32.4%	20.2%
OFC OF THE AREA DIR	44	40.5%	31.7%	27.9%

Department of Health and Human Services
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My Satisfaction (continued)

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

	N	Positive	Neutral	Negative
Department of Health and Human Services	50,169	45.1%	28.5%	26.4%
Indian Health Service	8,289	44.2%	32.2%	23.6%
NASHVILLE AREA INDIAN HEALTH SERVICE	126	36.0%	30.7%	33.3%
OFC OF THE AREA DIR	44	32.7%	26.3%	40.9%

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

	N	Positive	Neutral	Negative
Department of Health and Human Services	50,198	63.3%	21.8%	15.0%
Indian Health Service	8,302	54.5%	25.4%	20.1%
NASHVILLE AREA INDIAN HEALTH SERVICE	127	60.0%	22.3%	17.8%
OFC OF THE AREA DIR	44	62.2%	20.3%	17.5%

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

	N	Positive	Neutral	Negative
Department of Health and Human Services	50,225	74.3%	14.9%	10.7%
Indian Health Service	8,306	71.4%	18.0%	10.5%
NASHVILLE AREA INDIAN HEALTH SERVICE	127	69.4%	18.6%	12.0%
OFC OF THE AREA DIR	44	69.6%	14.2%	16.2%

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

	N	Positive	Neutral	Negative
Department of Health and Human Services	50,189	66.3%	16.1%	17.5%
Indian Health Service	8,282	60.6%	19.0%	20.4%
NASHVILLE AREA INDIAN HEALTH SERVICE	126	61.0%	13.3%	25.6%
OFC OF THE AREA DIR	44	65.9%	13.1%	21.0%

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

	N	Positive	Neutral	Negative
Department of Health and Human Services	50,031	70.3%	17.8%	11.9%
Indian Health Service	8,228	60.3%	24.9%	14.8%
NASHVILLE AREA INDIAN HEALTH SERVICE	126	58.6%	29.6%	11.8%
OFC OF THE AREA DIR	44	53.6%	24.8%	21.6%

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Performance

72. Currently, in my work unit poor performers usually:

	N	Remain In Work Unit And Improve Over Time	Remain In Work Unit And Continue To Under-perform	Leave Work Unit - Removed or Transferred	Leave Work Unit - Quit	No Poor Performers In Work Unit	Do Not Know
Department of Health and Human Services	37,857	20.1%	48.0%	9.1%	2.6%	20.2%	12,400
Indian Health Service	6,729	19.2%	58.5%	6.3%	3.0%	13.0%	1,584
NASHVILLE AREA INDIAN HEALTH SERVICE	105	20.9%	57.9%	7.8%	2.7%	10.6%	22
OFC OF THE AREA DIR	37	27.1%	59.2%	5.4%	2.6%	5.7%	7

Partial Government Shutdown

73. Which of the following best describes the impact of the partial government shutdown (December 22, 2018 - January 25, 2019) on your working/pay status?

	N	No Impact On Working/Pay Status	No Work And No Pay Until After Shutdown	Worked Some But No Pay Until After Shutdown	Worked Entire Shutdown But No Pay Until After	Other
Department of Health and Human Services	50,202	68.2%	10.8%	4.6%	8.5%	7.8%
Indian Health Service	8,295	43.9%	5.4%	4.5%	27.2%	19.0%
NASHVILLE AREA INDIAN HEALTH SERVICE	127	27.1%	14.9%	6.3%	27.1%	24.6%
OFC OF THE AREA DIR	44	42.0%	6.6%	2.0%	26.6%	22.7%

74. How was your everyday work impacted during (if you worked) or after the partial government shutdown?

	N	No Impact	Slightly Negative Impact	Moderately Negative Impact	Very Negative Impact	Extremely Negative Impact
Department of Health and Human Services	49,757	43.9%	21.1%	17.7%	10.4%	6.9%
Indian Health Service	8,273	28.7%	21.9%	22.1%	15.4%	11.9%
NASHVILLE AREA INDIAN HEALTH SERVICE	127	15.2%	19.8%	26.2%	23.2%	15.7%
OFC OF THE AREA DIR	44	15.7%	18.2%	35.2%	16.9%	14.0%

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Partial Government Shutdown (continued)

75. In what ways did the partial government shutdown negatively affect your work? (Check all that apply)

	N	Unmanage-able Workload	Missed Deadlines	Unrecover-able Loss of Work	Reduced Customer Service	Delayed Work
Department of Health and Human Services	27,319	20.8%	37.1%	15.1%	40.6%	63.2%
Indian Health Service	5,793	19.6%	32.2%	13.0%	40.2%	44.4%
NASHVILLE AREA INDIAN HEALTH SERVICE	108	21.8%	40.0%	16.7%	64.7%	66.9%
OFC OF THE AREA DIR	37	17.7%	36.3%	21.1%	72.5%	63.3%

If the response to item 74 was "It had no impact", item 75 was skipped.

(continued)

75. In what ways did the partial government shutdown negatively affect your work? (Check all that apply) (continued)

	N	Reduced Work Quality	Cutback Of Critical Work	Time Lost Restarting Work	Unmet Statutory Requirements	Other
Department of Health and Human Services	27,319	23.2%	22.6%	35.6%	9.4%	29.3%
Indian Health Service	5,793	32.2%	22.6%	23.5%	11.1%	40.0%
NASHVILLE AREA INDIAN HEALTH SERVICE	108	36.9%	36.9%	41.9%	14.3%	28.1%
OFC OF THE AREA DIR	37	41.5%	41.2%	40.2%	19.6%	15.4%

If the response to item 74 was "It had no impact", item 75 was skipped.

76. Are you looking for another job because of the partial government shutdown?

	N	Looking Specifically Because Of Shutdown	Looking But Shutdown Is Only One Of The Reasons	Looking But Shutdown Had No Influence	Not Looking Currently
Department of Health and Human Services	49,832	1.3%	5.8%	16.7%	76.2%
Indian Health Service	8,272	1.9%	7.0%	13.7%	77.4%
NASHVILLE AREA INDIAN HEALTH SERVICE	127	0.0%	10.8%	20.7%	68.5%
OFC OF THE AREA DIR	44	0.0%	4.4%	29.7%	65.9%

Department of Health and Human Services
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Partial Government Shutdown (continued)

77. My agency provided the support (e.g., communication, assistance, guidance) I needed during the partial government shutdown.

	N	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Support Required
Department of Health and Human Services	39,221	29.9%	44.2%	18.0%	5.0%	3.0%	10,820
Indian Health Service	7,985	27.9%	43.9%	18.9%	5.4%	3.9%	294
NASHVILLE AREA INDIAN HEALTH SERVICE	124	29.3%	37.8%	19.9%	7.3%	5.6%	3
OFC OF THE AREA DIR	42	17.8%	45.4%	20.5%	13.9%	2.4%	2

Work-Life

78. Please select the response below that BEST describes your current teleworking schedule.

	N	Very Infrequently	Telework			
			Only 1-2 Days Per Month	1-2 Days Per Week	3-4 Days Per Week	Every Work Day
Department of Health and Human Services	49,931	13.2%	6.9%	37.5%	8.5%	3.4%
Indian Health Service	8,119	3.7%	1.0%	2.6%	1.2%	3.7%
NASHVILLE AREA INDIAN HEALTH SERVICE	127	9.5%	1.6%	13.8%	0.8%	4.2%
OFC OF THE AREA DIR	44	9.0%	2.4%	18.4%	2.3%	7.0%

(continued)

78. Please select the response below that BEST describes your current teleworking schedule. (continued)

	N	Must Be Physically Present	Do Not Telework		
			Technical Issues	Not Approved To Telework	Choose Not To Telework
Department of Health and Human Services	49,931	13.4%	1.7%	5.8%	9.5%
Indian Health Service	8,119	45.4%	4.6%	16.5%	21.4%
NASHVILLE AREA INDIAN HEALTH SERVICE	127	25.0%	3.0%	22.9%	19.1%
OFC OF THE AREA DIR	44	22.4%	2.4%	14.4%	21.6%

Department of Health and Human Services
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Work-Life (continued)

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

	N	Positive	Neutral	Negative	Choose Not to Participate	Not Available to Me	Unaware of Programs
Department of Health and Human Services	39,985	77.2%	13.3%	9.5%	1,843	6,392	1,839
Indian Health Service	2,275	38.1%	41.4%	20.5%	326	3,942	1,673
NASHVILLE AREA INDIAN HEALTH SERVICE	72	43.0%	23.4%	33.5%	6	44	4
OFC OF THE AREA DIR	24	64.8%	21.2%	14.0%	4	12	3

80. Which of the following Work-Life programs have you participated in or used at your agency within the last 12 months? (Mark all that apply):

	N	Alternative Work Schedules	Health and Wellness Programs	Employee Assistance Program - EAP	Child Care Programs	Elder Care Programs	None Listed
Department of Health and Human Services	49,733	38.4%	38.5%	7.1%	4.0%	0.9%	36.8%
Indian Health Service	8,190	26.8%	35.7%	6.1%	0.9%	0.5%	46.2%
NASHVILLE AREA INDIAN HEALTH SERVICE	123	37.1%	37.4%	9.1%	0.8%	1.5%	36.7%
OFC OF THE AREA DIR	43	31.0%	23.0%	11.9%	0.0%	0.0%	46.2%

81. How satisfied are you with the following Work-Life programs in your agency? Alternative Work Schedules (for example, compressed work schedule, flexible work schedule)

	N	Positive	Neutral	Negative	Choose Not to Participate	Not Available to Me	Unaware of Programs
Department of Health and Human Services	32,415	78.0%	16.6%	5.3%	8,982	6,189	2,159
Indian Health Service	4,747	61.3%	27.9%	10.7%	458	2,111	889
NASHVILLE AREA INDIAN HEALTH SERVICE	83	66.2%	22.4%	11.3%	8	29	6
OFC OF THE AREA DIR	28	55.5%	31.4%	13.1%	4	8	4

82. How satisfied are you with the following Work-Life programs in your agency? Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR training, health and wellness fair)

	N	Positive	Neutral	Negative	Choose Not to Participate	Not Available to Me	Unaware of Programs
Department of Health and Human Services	38,580	78.6%	18.0%	3.4%	7,136	1,832	2,065
Indian Health Service	6,549	68.1%	25.5%	6.4%	424	627	604
NASHVILLE AREA INDIAN HEALTH SERVICE	96	73.9%	19.7%	6.5%	6	19	6
OFC OF THE AREA DIR	29	70.0%	27.2%	2.8%	3	9	3

Department of Health and Human Services
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Work-Life (continued)

83. How satisfied are you with the following Work-Life programs in your agency? Employee Assistance Program - EAP (for example, short-term counseling, referral services, legal services, information services)

	N	Positive	Neutral	Negative	Choose Not to Participate	Not Available to Me	Unaware of Programs
Department of Health and Human Services	22,813	49.8%	45.5%	4.7%	20,453	1,113	5,014
Indian Health Service	4,577	40.7%	53.0%	6.3%	1,938	475	1,181
NASHVILLE AREA INDIAN HEALTH SERVICE	76	42.3%	53.5%	4.2%	29	9	12
OFC OF THE AREA DIR	26	46.8%	49.7%	3.6%	11	3	4

84. How satisfied are you with the following Work-Life programs in your agency? Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, subsidy, flexible spending account)

	N	Positive	Neutral	Negative	Choose Not to Participate	Not Available to Me	Unaware of Programs
Department of Health and Human Services	16,347	38.2%	55.9%	5.9%	23,300	4,668	5,045
Indian Health Service	2,800	23.3%	68.4%	8.3%	1,613	1,866	1,899
NASHVILLE AREA INDIAN HEALTH SERVICE	45	17.9%	80.1%	2.0%	24	33	24
OFC OF THE AREA DIR	14	20.8%	79.2%	0.0%	9	14	7

85. How satisfied are you with the following Work-Life programs in your agency? Elder Care Programs (for example, elder/adult care, support groups, resources)

	N	Positive	Neutral	Negative	Choose Not to Participate	Not Available to Me	Unaware of Programs
Department of Health and Human Services	13,352	28.6%	67.7%	3.7%	23,530	4,053	8,285
Indian Health Service	2,709	23.0%	69.8%	7.2%	1,517	1,753	2,173
NASHVILLE AREA INDIAN HEALTH SERVICE	43	18.8%	79.1%	2.1%	23	32	28
OFC OF THE AREA DIR	12	16.5%	83.5%	0.0%	9	13	10

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My Employment Demographics

Where do you work?

	%
Headquarters	4.0%
Field	96.0%

What is your supervisory status?

	%
Senior Leader	3.9%
Manager	11.0%
Supervisor	16.5%
Team Leader	15.7%
Non-Supervisor	52.8%

What is your pay category/grade?

	%
Federal Wage System	3.2%
GS 1-6	16.7%
GS 7-12	50.0%
GS 13-15	15.9%
Senior Executive Service	0.0%
Senior Level (SL) or Scientific or Professional (ST)	0.0%
Other	14.3%

What is your US military service status?

	%
No Prior Military Service	75.2%
Currently in National Guard or Reserves	2.4%
Retired	4.0%
Separated or Discharged	18.4%

Note: Percentages for demographic questions are unweighted.

Department of Health and Human Services
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My Employment Demographics (continued)

How long have you been with the Federal Government (excluding military service)?

	%
Less than 1 year	0.8%
1 to 3 years	7.2%
4 to 5 years	13.6%
6 to 10 years	29.6%
11 to 14 years	20.0%
15 to 20 years	10.4%
More than 20 years	18.4%

How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?

	%
Less than 1 year	3.3%
1 to 3 years	12.2%
4 to 5 years	16.3%
6 to 10 years	31.7%
11 to 14 years	14.6%
15 to 20 years	5.7%
More than 20 years	16.3%

Are you considering leaving your organization within the next year, and if so, why?

	%
No	61.9%
Yes, to retire	2.4%
Yes, to take another job within the Federal Government	19.8%
Yes, to take another job outside the Federal Government	6.3%
Yes, other	9.5%

I am planning to retire:

	%
Within one year	3.2%
Between one and three years	7.1%
Between three and five years	7.1%
Five or more years	82.5%

Note: Percentages for demographic questions are unweighted.

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My Personal Demographics

Are you of Hispanic, Latino, or Spanish origin?

	%
Yes	3.3%
No	96.7%

Please select the racial category or categories with which you most closely identify.

	%
White	30.1%
Black or African American	4.9%
All other races	65.0%

What is your age group?

	%
29 years and under	3.2%
30-39 years old	22.6%
40-49 years old	28.2%
50-59 years old	37.9%
60 years or older	8.1%

What is the highest degree or level of education you have completed?

	%
Less than High School/ High School Diploma/ GED	5.6%
Certification/ Some College/ Associate's Degree	34.7%
Bachelor's Degree	21.0%
Advanced Degrees (Post Bachelor's Degree)	38.7%

Are you an individual with a disability?

	%
Yes	7.4%
No	92.6%

Note: Percentages for demographic questions are unweighted. For confidentiality reasons, percentages for the 'My Personal Demographics' questions may be suppressed. Any suppressed percentages are noted.

Department of Health and Human Services
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My Personal Demographics (continued)

<i>Are you:</i>	%
Male	40.7%
Female	59.3%

Note: Percentages for demographic questions are unweighted. For confidentiality reasons, percentages for the 'My Personal Demographics' questions may be suppressed. Any suppressed percentages are noted.