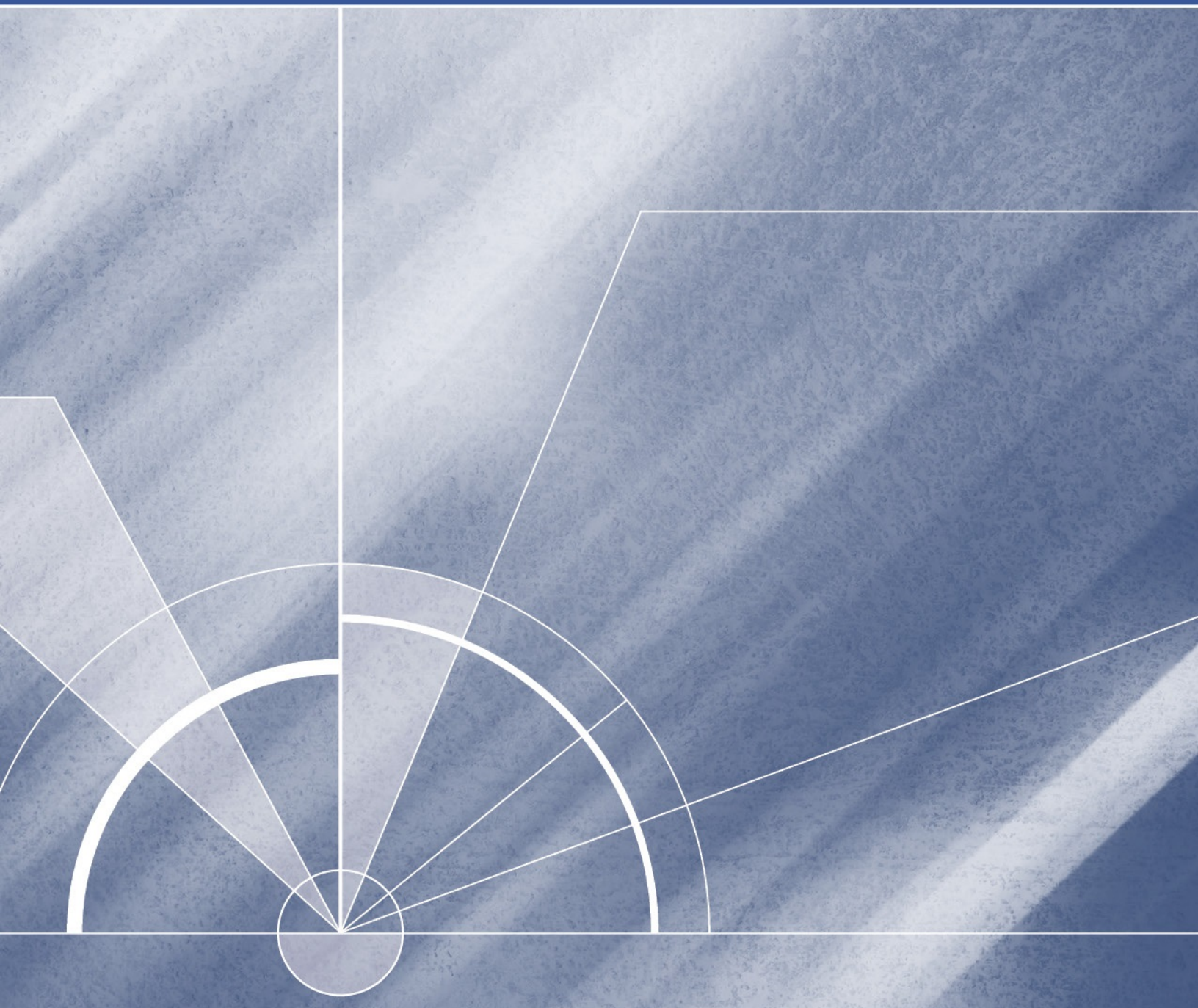


2018

  
**Federal Employee Viewpoint Survey**  
*Empowering Employees. Inspiring Change.*

3rd Level  
Subagency  
Comparison  
Report

Department of Health and Human Services  
Navajo Area Office



**Department of Health and Human Services**  
**Navajo Area Office**  
***3rd Level Subagency Comparison Report***

This 2018 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	43,029	57.2%
INDIAN HEALTH SERVICE	5,001	34.8%
<b>Navajo Area Office</b>	<b>954</b>	<b>24.8%</b>
CROWNPOINT SERVICE UNIT	78	23.4%
GALLUP SERVICE UNIT	393	28.2%
IPA / MOA PROVIDER GROUP	<10	--
OFC OF ADMIN & MGMT	17	50.0%
OFC OF THE DIRECTOR - Navajo Area	<10	--
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	30.6%
OFFICE OF HEALTH PROGRAMS	<10	--
PHS INDIAN HEALTH CENTER, CHINLE, AZ	205	21.9%
SHIPROCK SERVICE UNIT	234	22.7%

**Your Data**

A Microsoft® Excel® file containing your results is embedded. To access the workbook from Adobe® Reader®, 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*, or *Unaware of Programs* 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.

**Department of Health and Human Services**  
**Navajo Area Office**  
**3rd Level Subagency Comparison Report**

**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	42,760	72.9%	13.5%	13.6%
INDIAN HEALTH SERVICE	4,949	64.8%	17.8%	17.4%
<b>Navajo Area Office</b>	<b>945</b>	<b>62.4%</b>	<b>21.6%</b>	<b>16.0%</b>
CROWNPOINT SERVICE UNIT	78	66.5%	23.9%	9.6%
GALLUP SERVICE UNIT	391	57.9%	24.5%	17.6%
OFC OF ADMIN & MGMT	17	59.2%	8.4%	32.4%
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	10	88.8%	11.2%	0.0%
PHS INDIAN HEALTH CENTER, CHINLE, AZ	200	69.5%	17.7%	12.8%
SHIPROCK SERVICE UNIT	233	61.8%	21.0%	17.2%

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

	N	Positive	Neutral	Negative
Department of Health and Human Services	42,821	76.0%	12.7%	11.3%
INDIAN HEALTH SERVICE	4,961	70.9%	16.5%	12.6%
<b>Navajo Area Office</b>	<b>949</b>	<b>71.0%</b>	<b>16.6%</b>	<b>12.4%</b>
CROWNPOINT SERVICE UNIT	78	72.6%	11.7%	15.7%
GALLUP SERVICE UNIT	392	68.1%	18.5%	13.4%
OFC OF ADMIN & MGMT	17	59.2%	22.1%	18.7%
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	92.9%	7.1%	0.0%
PHS INDIAN HEALTH CENTER, CHINLE, AZ	202	76.4%	13.5%	10.1%
SHIPROCK SERVICE UNIT	233	71.0%	17.5%	11.5%

**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	42,703	68.4%	15.7%	15.9%
INDIAN HEALTH SERVICE	4,938	61.4%	19.5%	19.1%
<b>Navajo Area Office</b>	<b>939</b>	<b>56.7%</b>	<b>23.8%</b>	<b>19.5%</b>
CROWNPOINT SERVICE UNIT	76	51.4%	26.7%	21.9%
GALLUP SERVICE UNIT	387	53.2%	25.0%	21.9%
OFC OF ADMIN & MGMT	17	63.4%	4.2%	32.4%
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	85.6%	14.4%	0.0%
PHS INDIAN HEALTH CENTER, CHINLE, AZ	200	61.3%	23.9%	14.8%
SHIPROCK SERVICE UNIT	232	58.4%	23.1%	18.4%

**Department of Health and Human Services**  
**Navajo Area Office**  
**3rd Level Subagency Comparison Report**

**My Work Experience (continued)**

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

	N	Positive	Neutral	Negative
Department of Health and Human Services	42,865	78.4%	12.2%	9.4%
INDIAN HEALTH SERVICE	4,976	75.3%	14.1%	10.5%
<b>Navajo Area Office</b>	<b>950</b>	<b>74.6%</b>	<b>15.1%</b>	<b>10.3%</b>
CROWNPOINT SERVICE UNIT	78	67.3%	19.8%	12.9%
GALLUP SERVICE UNIT	390	71.2%	17.6%	11.2%
OFC OF ADMIN & MGMT	17	74.1%	7.2%	18.7%
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	92.8%	7.2%	0.0%
PHS INDIAN HEALTH CENTER, CHINLE, AZ	204	78.1%	14.2%	7.8%
SHIPROCK SERVICE UNIT	234	78.5%	11.4%	10.1%

**5. I like the kind of work I do.**

	N	Positive	Neutral	Negative
Department of Health and Human Services	42,822	86.3%	9.3%	4.4%
INDIAN HEALTH SERVICE	4,961	90.0%	7.6%	2.4%
<b>Navajo Area Office</b>	<b>946</b>	<b>90.5%</b>	<b>6.9%</b>	<b>2.6%</b>
CROWNPOINT SERVICE UNIT	78	91.7%	7.2%	1.1%
GALLUP SERVICE UNIT	392	92.7%	5.5%	1.8%
OFC OF ADMIN & MGMT	17	95.1%	0.0%	4.9%
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	85.6%	14.4%	0.0%
PHS INDIAN HEALTH CENTER, CHINLE, AZ	199	90.3%	8.0%	1.8%
SHIPROCK SERVICE UNIT	233	86.5%	8.0%	5.5%

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

	N	Positive	Neutral	Negative
Department of Health and Human Services	42,829	83.2%	9.7%	7.1%
INDIAN HEALTH SERVICE	4,982	85.5%	9.0%	5.6%
<b>Navajo Area Office</b>	<b>950</b>	<b>88.2%</b>	<b>8.8%</b>	<b>3.0%</b>
CROWNPOINT SERVICE UNIT	78	90.4%	6.9%	2.7%
GALLUP SERVICE UNIT	392	89.2%	8.3%	2.4%
OFC OF ADMIN & MGMT	17	84.4%	9.1%	6.6%
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	100.0%	0.0%	0.0%
PHS INDIAN HEALTH CENTER, CHINLE, AZ	204	89.8%	7.7%	2.5%
SHIPROCK SERVICE UNIT	232	86.3%	9.1%	4.6%

**Department of Health and Human Services**  
**Navajo Area Office**  
**3rd Level Subagency Comparison Report**

**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	42,887	96.9%	2.2%	0.9%
INDIAN HEALTH SERVICE	4,978	95.7%	3.5%	0.8%
<b>Navajo Area Office</b>	<b>949</b>	<b>94.0%</b>	<b>4.8%</b>	<b>1.2%</b>
CROWNPOINT SERVICE UNIT	78	94.7%	5.3%	0.0%
GALLUP SERVICE UNIT	390	93.6%	5.3%	1.1%
OFC OF ADMIN & MGMT	17	100.0%	0.0%	0.0%
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	92.9%	0.0%	7.1%
PHS INDIAN HEALTH CENTER, CHINLE, AZ	203	96.1%	3.0%	0.9%
SHIPROCK SERVICE UNIT	234	91.5%	6.3%	2.2%

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

	N	Positive	Neutral	Negative
Department of Health and Human Services	42,871	92.7%	6.2%	1.1%
INDIAN HEALTH SERVICE	4,971	91.8%	7.3%	0.8%
<b>Navajo Area Office</b>	<b>950</b>	<b>89.6%</b>	<b>9.4%</b>	<b>1.0%</b>
CROWNPOINT SERVICE UNIT	78	91.4%	8.6%	0.0%
GALLUP SERVICE UNIT	390	89.6%	9.9%	0.5%
OFC OF ADMIN & MGMT	17	92.1%	7.9%	0.0%
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	100.0%	0.0%	0.0%
PHS INDIAN HEALTH CENTER, CHINLE, AZ	204	89.9%	9.3%	0.8%
SHIPROCK SERVICE UNIT	234	88.5%	8.8%	2.7%

**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	42,579	56.7%	15.7%	27.6%	104
INDIAN HEALTH SERVICE	4,924	49.8%	18.7%	31.5%	21
<b>Navajo Area Office</b>	<b>939</b>	<b>50.6%</b>	<b>21.9%</b>	<b>27.6%</b>	<b>6</b>
CROWNPOINT SERVICE UNIT	78	40.2%	23.1%	36.7%	0
GALLUP SERVICE UNIT	387	48.1%	23.7%	28.2%	4
OFC OF ADMIN & MGMT	17	52.8%	22.7%	24.5%	0
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	71.3%	14.4%	14.3%	0
PHS INDIAN HEALTH CENTER, CHINLE, AZ	197	61.0%	19.5%	19.5%	2
SHIPROCK SERVICE UNIT	234	47.7%	21.8%	30.5%	0



**Department of Health and Human Services**  
**Navajo Area Office**  
**3rd Level Subagency Comparison Report**

**My Work Experience (continued)**

**10. My workload is reasonable.**

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	42,697	62.4%	16.1%	21.5%	60
INDIAN HEALTH SERVICE	4,956	59.8%	18.5%	21.7%	11
<b>Navajo Area Office</b>	<b>942</b>	<b>61.1%</b>	<b>21.0%</b>	<b>17.9%</b>	<b>4</b>
CROWNPOINT SERVICE UNIT	78	57.3%	26.7%	16.0%	0
GALLUP SERVICE UNIT	388	61.1%	19.9%	19.0%	1
OFC OF ADMIN & MGMT	17	66.1%	17.3%	16.7%	0
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	78.5%	7.2%	14.3%	0
PHS INDIAN HEALTH CENTER, CHINLE, AZ	201	66.0%	20.0%	13.9%	2
SHIPROCK SERVICE UNIT	231	57.5%	22.4%	20.1%	1

**11. My talents are used well in the workplace.**

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	42,424	65.4%	15.8%	18.8%	142
INDIAN HEALTH SERVICE	4,920	65.9%	18.5%	15.6%	20
<b>Navajo Area Office</b>	<b>939</b>	<b>65.6%</b>	<b>20.7%</b>	<b>13.7%</b>	<b>5</b>
CROWNPOINT SERVICE UNIT	78	63.3%	24.9%	11.8%	0
GALLUP SERVICE UNIT	384	61.3%	22.7%	16.0%	3
OFC OF ADMIN & MGMT	17	58.9%	8.7%	32.4%	0
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	92.9%	7.1%	0.0%	0
PHS INDIAN HEALTH CENTER, CHINLE, AZ	201	74.8%	16.2%	8.9%	1
SHIPROCK SERVICE UNIT	232	64.4%	21.4%	14.1%	1

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	42,708	88.5%	7.5%	4.0%	89
INDIAN HEALTH SERVICE	4,952	87.2%	9.2%	3.6%	16
<b>Navajo Area Office</b>	<b>945</b>	<b>85.3%</b>	<b>11.4%</b>	<b>3.3%</b>	<b>3</b>
CROWNPOINT SERVICE UNIT	77	84.9%	13.6%	1.5%	1
GALLUP SERVICE UNIT	388	83.4%	11.9%	4.7%	1
OFC OF ADMIN & MGMT	16	92.4%	7.6%	0.0%	0
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	100.0%	0.0%	0.0%	0
PHS INDIAN HEALTH CENTER, CHINLE, AZ	204	86.6%	12.4%	1.0%	0
SHIPROCK SERVICE UNIT	233	86.6%	9.1%	4.4%	1

**Department of Health and Human Services**  
**Navajo Area Office**  
**3rd Level Subagency Comparison Report**

**My Work Experience (continued)**

**13. The work I do is important.**

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	42,700	92.3%	5.7%	2.1%	93
INDIAN HEALTH SERVICE	4,964	95.3%	3.7%	0.9%	5
<b>Navajo Area Office</b>	<b>946</b>	<b>96.0%</b>	<b>3.5%</b>	<b>0.5%</b>	<b>2</b>
CROWNPOINT SERVICE UNIT	78	98.9%	1.1%	0.0%	0
GALLUP SERVICE UNIT	390	95.8%	3.7%	0.5%	1
OFC OF ADMIN & MGMT	17	100.0%	0.0%	0.0%	0
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	92.8%	7.2%	0.0%	0
PHS INDIAN HEALTH CENTER, CHINLE, AZ	204	95.3%	4.7%	0.0%	0
SHIPROCK SERVICE UNIT	230	96.1%	2.8%	1.1%	1

**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	42,663	73.3%	12.5%	14.2%	196
INDIAN HEALTH SERVICE	4,964	66.9%	14.9%	18.2%	18
<b>Navajo Area Office</b>	<b>947</b>	<b>66.1%</b>	<b>15.7%</b>	<b>18.2%</b>	<b>5</b>
CROWNPOINT SERVICE UNIT	78	60.0%	15.8%	24.2%	0
GALLUP SERVICE UNIT	390	65.1%	13.7%	21.2%	2
OFC OF ADMIN & MGMT	17	67.1%	21.5%	11.5%	0
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	83.3%	9.6%	7.1%	0
PHS INDIAN HEALTH CENTER, CHINLE, AZ	203	68.8%	17.1%	14.1%	1
SHIPROCK SERVICE UNIT	232	66.7%	17.3%	16.0%	2

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	42,514	76.0%	11.9%	12.1%	322
INDIAN HEALTH SERVICE	4,921	70.9%	14.4%	14.8%	49
<b>Navajo Area Office</b>	<b>938</b>	<b>69.1%</b>	<b>15.3%</b>	<b>15.7%</b>	<b>11</b>
CROWNPOINT SERVICE UNIT	78	67.4%	14.5%	18.2%	0
GALLUP SERVICE UNIT	384	61.5%	17.8%	20.7%	7
OFC OF ADMIN & MGMT	16	71.0%	9.7%	19.3%	0
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	10	92.2%	7.8%	0.0%	1
PHS INDIAN HEALTH CENTER, CHINLE, AZ	202	79.8%	10.3%	9.9%	1
SHIPROCK SERVICE UNIT	232	72.5%	14.4%	13.1%	2

**Department of Health and Human Services**  
**Navajo Area Office**  
**3rd Level Subagency Comparison Report**

**My Work Experience (continued)**

***16. I am held accountable for achieving results.***

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	42,655	87.3%	9.4%	3.3%	149
INDIAN HEALTH SERVICE	4,956	81.5%	13.6%	4.9%	23
<b>Navajo Area Office</b>	<b>943</b>	<b>77.8%</b>	<b>16.7%</b>	<b>5.5%</b>	<b>8</b>
CROWNPOINT SERVICE UNIT	77	75.0%	21.6%	3.4%	1
GALLUP SERVICE UNIT	388	76.2%	16.8%	7.0%	3
OFC OF ADMIN & MGMT	17	75.9%	12.1%	12.1%	0
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	100.0%	0.0%	0.0%	0
PHS INDIAN HEALTH CENTER, CHINLE, AZ	202	77.6%	18.0%	4.4%	2
SHIPROCK SERVICE UNIT	232	80.4%	15.4%	4.2%	2

***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	40,691	67.7%	17.8%	14.5%	2,129
INDIAN HEALTH SERVICE	4,871	59.6%	19.3%	21.1%	102
<b>Navajo Area Office</b>	<b>926</b>	<b>57.9%</b>	<b>20.7%</b>	<b>21.5%</b>	<b>20</b>
CROWNPOINT SERVICE UNIT	78	58.8%	22.7%	18.5%	0
GALLUP SERVICE UNIT	380	55.6%	20.0%	24.4%	10
OFC OF ADMIN & MGMT	17	57.3%	10.3%	32.4%	0
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	64.2%	35.8%	0.0%	0
PHS INDIAN HEALTH CENTER, CHINLE, AZ	196	63.3%	19.3%	17.4%	6
SHIPROCK SERVICE UNIT	228	56.0%	22.5%	21.5%	4

***18. My training needs are assessed.***

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	42,489	58.5%	21.9%	19.6%	350
INDIAN HEALTH SERVICE	4,937	53.4%	24.2%	22.3%	41
<b>Navajo Area Office</b>	<b>939</b>	<b>53.2%</b>	<b>25.8%</b>	<b>21.0%</b>	<b>7</b>
CROWNPOINT SERVICE UNIT	78	57.2%	24.9%	17.9%	0
GALLUP SERVICE UNIT	385	50.0%	28.8%	21.1%	5
OFC OF ADMIN & MGMT	17	65.8%	16.2%	18.0%	0
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	10	81.1%	18.9%	0.0%	0
PHS INDIAN HEALTH CENTER, CHINLE, AZ	202	56.4%	25.1%	18.5%	0
SHIPROCK SERVICE UNIT	231	53.3%	21.5%	25.2%	2



**Department of Health and Human Services**  
**Navajo Area Office**  
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**My Work Experience (continued)**

**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	42,342	73.9%	12.3%	13.8%	575
INDIAN HEALTH SERVICE	4,910	76.0%	12.4%	11.6%	76
<b>Navajo Area Office</b>	<b>930</b>	<b>76.6%</b>	<b>13.8%</b>	<b>9.6%</b>	<b>18</b>
CROWNPOINT SERVICE UNIT	75	78.7%	14.1%	7.2%	3
GALLUP SERVICE UNIT	384	70.0%	15.6%	14.4%	7
OFC OF ADMIN & MGMT	17	81.9%	13.2%	4.9%	0
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	90.8%	9.2%	0.0%	0
PHS INDIAN HEALTH CENTER, CHINLE, AZ	198	81.2%	11.9%	6.9%	4
SHIPROCK SERVICE UNIT	230	82.2%	12.2%	5.6%	3

**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	42,866	79.8%	11.2%	9.0%
INDIAN HEALTH SERVICE	4,971	63.8%	18.8%	17.5%
<b>Navajo Area Office</b>	<b>945</b>	<b>56.9%</b>	<b>22.8%</b>	<b>20.3%</b>
CROWNPOINT SERVICE UNIT	77	58.4%	21.4%	20.2%
GALLUP SERVICE UNIT	389	52.8%	22.6%	24.6%
OFC OF ADMIN & MGMT	17	63.7%	7.2%	29.1%
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	92.9%	7.1%	0.0%
PHS INDIAN HEALTH CENTER, CHINLE, AZ	201	60.7%	25.4%	13.9%
SHIPROCK SERVICE UNIT	234	57.4%	23.0%	19.6%

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	41,473	51.1%	23.5%	25.4%	1,380
INDIAN HEALTH SERVICE	4,891	41.9%	27.9%	30.2%	79
<b>Navajo Area Office</b>	<b>934</b>	<b>40.6%</b>	<b>29.7%</b>	<b>29.8%</b>	<b>13</b>
CROWNPOINT SERVICE UNIT	78	43.1%	28.1%	28.8%	0
GALLUP SERVICE UNIT	388	37.8%	28.2%	34.1%	2
OFC OF ADMIN & MGMT	17	36.8%	23.4%	39.8%	0
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	9	53.3%	0.0%	46.7%	1
PHS INDIAN HEALTH CENTER, CHINLE, AZ	200	51.4%	29.9%	18.7%	3
SHIPROCK SERVICE UNIT	226	34.8%	34.1%	31.1%	7

**Department of Health and Human Services**  
**Navajo Area Office**  
**3rd Level Subagency Comparison Report**

**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	39,434	47.5%	27.3%	25.3%	3,356
INDIAN HEALTH SERVICE	4,673	40.2%	31.7%	28.2%	298
<b>Navajo Area Office</b>	<b>890</b>	<b>38.7%</b>	<b>32.7%</b>	<b>28.6%</b>	<b>58</b>
CROWNPOINT SERVICE UNIT	74	34.9%	40.2%	24.9%	3
GALLUP SERVICE UNIT	366	36.3%	29.6%	34.2%	24
OFC OF ADMIN & MGMT	17	35.2%	28.2%	36.6%	0
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	10	56.9%	35.1%	8.0%	1
PHS INDIAN HEALTH CENTER, CHINLE, AZ	191	45.2%	34.6%	20.3%	12
SHIPROCK SERVICE UNIT	216	38.8%	32.8%	28.4%	18

**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	37,622	39.1%	29.7%	31.3%	5,204
INDIAN HEALTH SERVICE	4,736	32.1%	28.3%	39.5%	226
<b>Navajo Area Office</b>	<b>901</b>	<b>29.9%</b>	<b>29.2%</b>	<b>40.8%</b>	<b>40</b>
CROWNPOINT SERVICE UNIT	77	24.2%	31.6%	44.1%	1
GALLUP SERVICE UNIT	368	27.8%	26.0%	46.2%	19
OFC OF ADMIN & MGMT	15	34.7%	34.0%	31.3%	2
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	9	79.6%	0.0%	20.4%	1
PHS INDIAN HEALTH CENTER, CHINLE, AZ	195	32.5%	35.2%	32.3%	8
SHIPROCK SERVICE UNIT	223	30.2%	28.9%	40.9%	8

**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	39,871	45.6%	27.7%	26.7%	2,940
INDIAN HEALTH SERVICE	4,815	37.8%	29.8%	32.4%	158
<b>Navajo Area Office</b>	<b>919</b>	<b>35.5%</b>	<b>31.9%</b>	<b>32.6%</b>	<b>25</b>
CROWNPOINT SERVICE UNIT	78	32.0%	35.4%	32.6%	0
GALLUP SERVICE UNIT	377	31.9%	31.3%	36.9%	11
OFC OF ADMIN & MGMT	16	36.4%	26.7%	36.9%	1
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	9	74.3%	25.7%	0.0%	1
PHS INDIAN HEALTH CENTER, CHINLE, AZ	199	40.7%	32.1%	27.2%	4
SHIPROCK SERVICE UNIT	225	36.9%	31.3%	31.8%	7

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**My Work Unit (continued)**

**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	39,934	54.5%	23.8%	21.7%	2,858
INDIAN HEALTH SERVICE	4,769	43.9%	27.6%	28.5%	203
<b>Navajo Area Office</b>	<b>913</b>	<b>39.8%</b>	<b>30.3%</b>	<b>29.9%</b>	<b>34</b>
CROWNPOINT SERVICE UNIT	78	39.0%	35.0%	26.0%	0
GALLUP SERVICE UNIT	374	37.3%	26.9%	35.8%	16
OFC OF ADMIN & MGMT	16	37.3%	31.5%	31.2%	1
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	10	64.8%	23.8%	11.4%	1
PHS INDIAN HEALTH CENTER, CHINLE, AZ	196	44.1%	32.0%	24.0%	7
SHIPROCK SERVICE UNIT	224	40.2%	31.7%	28.0%	8

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	42,613	76.9%	12.5%	10.6%	224
INDIAN HEALTH SERVICE	4,944	61.5%	20.1%	18.4%	33
<b>Navajo Area Office</b>	<b>941</b>	<b>50.5%</b>	<b>26.0%</b>	<b>23.5%</b>	<b>7</b>
CROWNPOINT SERVICE UNIT	78	55.3%	20.2%	24.4%	0
GALLUP SERVICE UNIT	387	46.1%	26.4%	27.6%	3
OFC OF ADMIN & MGMT	17	53.2%	16.9%	29.8%	0
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	78.3%	21.7%	0.0%	0
PHS INDIAN HEALTH CENTER, CHINLE, AZ	203	53.0%	31.5%	15.6%	1
SHIPROCK SERVICE UNIT	230	51.9%	23.6%	24.5%	2

**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	41,255	62.9%	25.4%	11.7%	1,526
INDIAN HEALTH SERVICE	4,861	59.6%	26.0%	14.4%	104
<b>Navajo Area Office</b>	<b>921</b>	<b>55.7%</b>	<b>28.1%</b>	<b>16.2%</b>	<b>19</b>
CROWNPOINT SERVICE UNIT	78	55.4%	30.6%	14.0%	0
GALLUP SERVICE UNIT	379	54.5%	28.4%	17.1%	9
OFC OF ADMIN & MGMT	17	90.9%	9.1%	0.0%	0
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	10	70.8%	21.5%	7.8%	1
PHS INDIAN HEALTH CENTER, CHINLE, AZ	193	58.1%	28.0%	13.8%	4
SHIPROCK SERVICE UNIT	228	52.9%	27.4%	19.7%	5

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**My Work Unit (continued)**

**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	42,824	87.8%	10.1%	2.1%
INDIAN HEALTH SERVICE	4,972	76.7%	19.2%	4.1%
<b>Navajo Area Office</b>	<b>946</b>	<b>70.9%</b>	<b>22.9%</b>	<b>6.2%</b>
CROWNPOINT SERVICE UNIT	78	64.5%	29.0%	6.6%
GALLUP SERVICE UNIT	389	69.0%	23.4%	7.6%
OFC OF ADMIN & MGMT	17	72.5%	27.5%	0.0%
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	92.9%	7.1%	0.0%
PHS INDIAN HEALTH CENTER, CHINLE, AZ	203	77.9%	20.2%	2.0%
SHIPROCK SERVICE UNIT	232	68.5%	22.8%	8.7%

**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	42,509	84.1%	10.2%	5.7%	340
INDIAN HEALTH SERVICE	4,929	75.4%	16.7%	7.9%	44
<b>Navajo Area Office</b>	<b>938</b>	<b>69.5%</b>	<b>21.5%</b>	<b>9.0%</b>	<b>9</b>
CROWNPOINT SERVICE UNIT	78	65.8%	29.3%	4.8%	0
GALLUP SERVICE UNIT	390	64.6%	23.7%	11.7%	0
OFC OF ADMIN & MGMT	17	71.7%	24.1%	4.2%	0
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	85.6%	7.2%	7.2%	0
PHS INDIAN HEALTH CENTER, CHINLE, AZ	200	76.4%	19.2%	4.4%	3
SHIPROCK SERVICE UNIT	227	71.1%	18.0%	10.9%	5

**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	41,289	56.1%	22.5%	21.4%	1,150
INDIAN HEALTH SERVICE	4,799	47.4%	28.1%	24.6%	91
<b>Navajo Area Office</b>	<b>899</b>	<b>43.1%</b>	<b>29.9%</b>	<b>27.0%</b>	<b>20</b>
CROWNPOINT SERVICE UNIT	72	40.6%	30.5%	28.9%	1
GALLUP SERVICE UNIT	377	38.2%	29.8%	32.0%	6
OFC OF ADMIN & MGMT	17	70.0%	11.4%	18.7%	0
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	10	76.8%	15.5%	7.7%	0
PHS INDIAN HEALTH CENTER, CHINLE, AZ	190	49.7%	33.0%	17.3%	5
SHIPROCK SERVICE UNIT	219	42.6%	29.5%	27.9%	7

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**My Agency (continued)**

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	41,638	61.9%	19.6%	18.6%	799
INDIAN HEALTH SERVICE	4,807	45.8%	25.3%	28.9%	86
<b>Navajo Area Office</b>	<b>905</b>	<b>38.8%</b>	<b>28.0%</b>	<b>33.2%</b>	<b>16</b>
CROWNPOINT SERVICE UNIT	73	36.8%	32.4%	30.8%	0
GALLUP SERVICE UNIT	374	34.1%	26.6%	39.3%	8
OFC OF ADMIN & MGMT	17	58.5%	15.6%	25.9%	0
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	60.8%	24.7%	14.5%	0
PHS INDIAN HEALTH CENTER, CHINLE, AZ	194	43.4%	29.7%	26.9%	3
SHIPROCK SERVICE UNIT	222	40.4%	27.8%	31.8%	4

**32. Creativity and innovation are rewarded.**

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	41,006	52.5%	25.9%	21.6%	1,303
INDIAN HEALTH SERVICE	4,726	36.5%	32.2%	31.3%	137
<b>Navajo Area Office</b>	<b>883</b>	<b>30.9%</b>	<b>33.6%</b>	<b>35.5%</b>	<b>29</b>
CROWNPOINT SERVICE UNIT	73	29.1%	34.8%	36.1%	0
GALLUP SERVICE UNIT	363	26.7%	31.6%	41.6%	12
OFC OF ADMIN & MGMT	17	40.0%	27.5%	32.4%	0
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	68.0%	17.5%	14.5%	0
PHS INDIAN HEALTH CENTER, CHINLE, AZ	187	35.1%	36.5%	28.4%	9
SHIPROCK SERVICE UNIT	219	31.6%	35.3%	33.1%	6

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	38,364	38.2%	30.0%	31.8%	4,036
INDIAN HEALTH SERVICE	4,594	34.5%	30.1%	35.4%	291
<b>Navajo Area Office</b>	<b>875</b>	<b>35.8%</b>	<b>28.5%</b>	<b>35.6%</b>	<b>45</b>
CROWNPOINT SERVICE UNIT	70	24.3%	38.1%	37.6%	3
GALLUP SERVICE UNIT	365	33.7%	26.9%	39.4%	18
OFC OF ADMIN & MGMT	16	48.9%	26.7%	24.3%	1
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	10	64.8%	7.8%	27.4%	1
PHS INDIAN HEALTH CENTER, CHINLE, AZ	188	41.9%	29.8%	28.3%	10
SHIPROCK SERVICE UNIT	213	36.0%	27.6%	36.4%	10

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**My Agency (continued)**

**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	39,295	62.7%	24.5%	12.8%	3,126
INDIAN HEALTH SERVICE	4,629	50.3%	32.7%	17.0%	260
<b>Navajo Area Office</b>	<b>875</b>	<b>47.1%</b>	<b>35.3%</b>	<b>17.7%</b>	<b>41</b>
CROWNPOINT SERVICE UNIT	71	43.1%	36.5%	20.4%	1
GALLUP SERVICE UNIT	359	45.3%	33.1%	21.6%	21
OFC OF ADMIN & MGMT	16	77.5%	17.3%	5.2%	1
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	10	52.4%	39.3%	8.4%	1
PHS INDIAN HEALTH CENTER, CHINLE, AZ	186	51.1%	37.6%	11.3%	11
SHIPROCK SERVICE UNIT	219	45.0%	37.2%	17.8%	5

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	41,551	83.1%	11.3%	5.6%	925
INDIAN HEALTH SERVICE	4,862	75.9%	15.0%	9.1%	28
<b>Navajo Area Office</b>	<b>913</b>	<b>69.0%</b>	<b>17.9%</b>	<b>13.2%</b>	<b>6</b>
CROWNPOINT SERVICE UNIT	73	63.4%	19.8%	16.8%	0
GALLUP SERVICE UNIT	379	65.4%	19.5%	15.1%	1
OFC OF ADMIN & MGMT	17	78.2%	21.8%	0.0%	0
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	100.0%	0.0%	0.0%	0
PHS INDIAN HEALTH CENTER, CHINLE, AZ	195	77.0%	14.5%	8.4%	3
SHIPROCK SERVICE UNIT	223	67.0%	17.8%	15.2%	2

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	41,625	78.7%	14.0%	7.4%	736
INDIAN HEALTH SERVICE	4,840	72.3%	16.8%	10.8%	40
<b>Navajo Area Office</b>	<b>910</b>	<b>69.9%</b>	<b>20.2%</b>	<b>9.8%</b>	<b>6</b>
CROWNPOINT SERVICE UNIT	72	62.2%	25.0%	12.8%	0
GALLUP SERVICE UNIT	376	71.7%	19.2%	9.1%	2
OFC OF ADMIN & MGMT	17	68.9%	23.5%	7.6%	0
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	100.0%	0.0%	0.0%	0
PHS INDIAN HEALTH CENTER, CHINLE, AZ	196	77.3%	17.7%	5.0%	1
SHIPROCK SERVICE UNIT	223	61.4%	23.5%	15.1%	3



**Department of Health and Human Services**  
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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	39,540	61.4%	20.4%	18.3%	2,870
INDIAN HEALTH SERVICE	4,724	48.9%	24.5%	26.6%	156
<b>Navajo Area Office</b>	<b>891</b>	<b>42.2%</b>	<b>27.7%</b>	<b>30.1%</b>	<b>26</b>
CROWNPOINT SERVICE UNIT	72	34.5%	28.8%	36.7%	0
GALLUP SERVICE UNIT	375	39.2%	24.7%	36.1%	6
OFC OF ADMIN & MGMT	16	58.2%	21.2%	20.6%	1
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	9	82.9%	17.1%	0.0%	1
PHS INDIAN HEALTH CENTER, CHINLE, AZ	186	50.1%	27.8%	22.1%	12
SHIPROCK SERVICE UNIT	218	38.3%	34.4%	27.3%	6

**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	38,275	72.0%	17.5%	10.6%	4,081
INDIAN HEALTH SERVICE	4,594	58.9%	24.1%	17.1%	278
<b>Navajo Area Office</b>	<b>860</b>	<b>51.5%</b>	<b>27.6%</b>	<b>21.0%</b>	<b>54</b>
CROWNPOINT SERVICE UNIT	71	40.7%	37.1%	22.1%	1
GALLUP SERVICE UNIT	361	47.5%	26.9%	25.6%	20
OFC OF ADMIN & MGMT	15	60.7%	24.6%	14.6%	2
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	9	80.0%	20.0%	0.0%	1
PHS INDIAN HEALTH CENTER, CHINLE, AZ	179	58.9%	26.9%	14.2%	17
SHIPROCK SERVICE UNIT	210	53.3%	26.9%	19.8%	13

**39. My agency is successful at accomplishing its mission.**

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	41,781	81.8%	13.5%	4.7%	664
INDIAN HEALTH SERVICE	4,806	64.8%	24.8%	10.4%	78
<b>Navajo Area Office</b>	<b>903</b>	<b>59.5%</b>	<b>29.1%</b>	<b>11.4%</b>	<b>16</b>
CROWNPOINT SERVICE UNIT	71	53.1%	32.3%	14.6%	0
GALLUP SERVICE UNIT	376	50.8%	33.8%	15.4%	6
OFC OF ADMIN & MGMT	17	71.0%	29.0%	0.0%	0
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	92.8%	7.2%	0.0%	0
PHS INDIAN HEALTH CENTER, CHINLE, AZ	193	71.9%	24.1%	4.0%	6
SHIPROCK SERVICE UNIT	220	61.6%	26.0%	12.4%	4

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**My Agency (continued)**

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

	N	Positive	Neutral	Negative
Department of Health and Human Services	42,415	75.1%	15.8%	9.1%
INDIAN HEALTH SERVICE	4,867	64.3%	24.0%	11.7%
<b>Navajo Area Office</b>	<b>913</b>	<b>60.6%</b>	<b>26.3%</b>	<b>13.2%</b>
CROWNPOINT SERVICE UNIT	72	60.7%	21.2%	18.1%
GALLUP SERVICE UNIT	378	52.9%	31.0%	16.1%
OFC OF ADMIN & MGMT	17	61.7%	31.7%	6.6%
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	78.4%	21.6%	0.0%
PHS INDIAN HEALTH CENTER, CHINLE, AZ	196	68.5%	23.3%	8.2%
SHIPROCK SERVICE UNIT	224	64.5%	23.0%	12.5%

**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	39,657	54.8%	25.3%	19.9%	2,791
INDIAN HEALTH SERVICE	4,477	48.4%	28.2%	23.4%	393
<b>Navajo Area Office</b>	<b>834</b>	<b>53.2%</b>	<b>24.7%</b>	<b>22.1%</b>	<b>80</b>
CROWNPOINT SERVICE UNIT	67	48.6%	27.1%	24.3%	5
GALLUP SERVICE UNIT	346	50.8%	24.1%	25.0%	32
OFC OF ADMIN & MGMT	17	55.7%	25.7%	18.6%	0
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	62.2%	30.6%	7.2%	0
PHS INDIAN HEALTH CENTER, CHINLE, AZ	177	58.7%	26.5%	14.8%	20
SHIPROCK SERVICE UNIT	204	52.5%	23.0%	24.5%	20

**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	42,174	83.9%	8.3%	7.7%	184
INDIAN HEALTH SERVICE	4,821	71.1%	14.0%	15.0%	30
<b>Navajo Area Office</b>	<b>899</b>	<b>59.3%</b>	<b>18.6%</b>	<b>22.1%</b>	<b>7</b>
CROWNPOINT SERVICE UNIT	70	47.9%	29.9%	22.2%	2
GALLUP SERVICE UNIT	373	56.4%	17.1%	26.5%	2
OFC OF ADMIN & MGMT	17	64.8%	15.2%	20.0%	0
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	100.0%	0.0%	0.0%	0
PHS INDIAN HEALTH CENTER, CHINLE, AZ	191	61.2%	20.2%	18.6%	2
SHIPROCK SERVICE UNIT	222	63.6%	17.4%	19.0%	1

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**My Supervisor (continued)**

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	42,140	73.8%	13.6%	12.5%	191
INDIAN HEALTH SERVICE	4,819	63.7%	19.1%	17.2%	32
<b>Navajo Area Office</b>	<b>902</b>	<b>57.5%</b>	<b>21.3%</b>	<b>21.2%</b>	<b>6</b>
CROWNPOINT SERVICE UNIT	71	59.5%	25.5%	15.0%	1
GALLUP SERVICE UNIT	374	50.6%	22.3%	27.0%	2
OFC OF ADMIN & MGMT	17	63.8%	10.3%	25.9%	0
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	10	100.0%	0.0%	0.0%	0
PHS INDIAN HEALTH CENTER, CHINLE, AZ	193	62.1%	22.4%	15.5%	2
SHIPROCK SERVICE UNIT	222	62.6%	18.4%	19.0%	1

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	41,972	71.0%	15.2%	13.7%	339
INDIAN HEALTH SERVICE	4,798	62.2%	19.7%	18.1%	45
<b>Navajo Area Office</b>	<b>899</b>	<b>54.3%</b>	<b>23.9%</b>	<b>21.8%</b>	<b>7</b>
CROWNPOINT SERVICE UNIT	71	41.3%	37.9%	20.9%	1
GALLUP SERVICE UNIT	373	50.1%	22.5%	27.4%	3
OFC OF ADMIN & MGMT	17	64.8%	23.1%	12.1%	0
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	10	81.1%	18.9%	0.0%	0
PHS INDIAN HEALTH CENTER, CHINLE, AZ	192	59.0%	25.0%	16.0%	2
SHIPROCK SERVICE UNIT	221	59.8%	20.1%	20.1%	1

**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	39,337	75.1%	17.1%	7.8%	2,951
INDIAN HEALTH SERVICE	4,621	61.5%	23.7%	14.8%	226
<b>Navajo Area Office</b>	<b>879</b>	<b>54.0%</b>	<b>25.7%</b>	<b>20.3%</b>	<b>27</b>
CROWNPOINT SERVICE UNIT	70	44.8%	40.5%	14.7%	1
GALLUP SERVICE UNIT	367	49.7%	24.6%	25.7%	10
OFC OF ADMIN & MGMT	16	63.8%	13.9%	22.3%	0
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	10	92.3%	7.7%	0.0%	0
PHS INDIAN HEALTH CENTER, CHINLE, AZ	186	58.5%	26.8%	14.7%	9
SHIPROCK SERVICE UNIT	215	58.6%	23.3%	18.1%	7

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**My Supervisor (continued)**

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	42,097	69.6%	16.5%	14.0%	218
INDIAN HEALTH SERVICE	4,816	60.2%	20.7%	19.1%	30
<b>Navajo Area Office</b>	<b>897</b>	<b>52.3%</b>	<b>24.1%</b>	<b>23.6%</b>	<b>7</b>
CROWNPOINT SERVICE UNIT	70	44.0%	31.4%	24.6%	2
GALLUP SERVICE UNIT	375	47.4%	24.6%	28.1%	1
OFC OF ADMIN & MGMT	17	59.7%	14.5%	25.9%	0
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	9	87.8%	12.2%	0.0%	0
PHS INDIAN HEALTH CENTER, CHINLE, AZ	192	58.2%	23.4%	18.4%	2
SHIPROCK SERVICE UNIT	219	57.2%	22.1%	20.7%	2

**47. Supervisors in my work unit support employee development.**

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	41,714	74.6%	14.2%	11.2%	601
INDIAN HEALTH SERVICE	4,783	61.3%	20.1%	18.7%	67
<b>Navajo Area Office</b>	<b>895</b>	<b>53.8%</b>	<b>22.4%</b>	<b>23.8%</b>	<b>12</b>
CROWNPOINT SERVICE UNIT	71	50.2%	23.7%	26.1%	1
GALLUP SERVICE UNIT	372	49.1%	21.6%	29.3%	3
OFC OF ADMIN & MGMT	17	59.0%	15.2%	25.9%	0
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	10	92.2%	7.8%	0.0%	0
PHS INDIAN HEALTH CENTER, CHINLE, AZ	192	58.5%	26.0%	15.6%	3
SHIPROCK SERVICE UNIT	218	57.0%	20.3%	22.6%	5

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

	N	Positive	Neutral	Negative
Department of Health and Human Services	42,258	80.9%	10.2%	9.0%
INDIAN HEALTH SERVICE	4,826	69.2%	16.5%	14.4%
<b>Navajo Area Office</b>	<b>904</b>	<b>57.0%</b>	<b>22.7%</b>	<b>20.3%</b>
CROWNPOINT SERVICE UNIT	72	52.0%	30.5%	17.6%
GALLUP SERVICE UNIT	376	53.0%	21.7%	25.3%
OFC OF ADMIN & MGMT	17	67.0%	20.9%	12.1%
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	100.0%	0.0%	0.0%
PHS INDIAN HEALTH CENTER, CHINLE, AZ	190	58.6%	24.6%	16.8%
SHIPROCK SERVICE UNIT	223	60.3%	22.2%	17.5%

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**My Supervisor (continued)**

**49. My supervisor treats me with respect.**

	N	Positive	Neutral	Negative
Department of Health and Human Services	42,230	84.3%	8.4%	7.3%
INDIAN HEALTH SERVICE	4,829	74.2%	13.7%	12.1%
<b>Navajo Area Office</b>	<b>905</b>	<b>63.8%</b>	<b>19.6%</b>	<b>16.6%</b>
CROWNPOINT SERVICE UNIT	72	61.0%	28.9%	10.1%
GALLUP SERVICE UNIT	376	58.9%	20.6%	20.5%
OFC OF ADMIN & MGMT	17	61.1%	20.9%	18.0%
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	100.0%	0.0%	0.0%
PHS INDIAN HEALTH CENTER, CHINLE, AZ	192	66.6%	19.0%	14.4%
SHIPROCK SERVICE UNIT	222	68.7%	16.8%	14.5%

**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	42,245	82.2%	9.2%	8.6%
INDIAN HEALTH SERVICE	4,825	69.7%	16.1%	14.2%
<b>Navajo Area Office</b>	<b>904</b>	<b>62.4%</b>	<b>19.7%</b>	<b>17.9%</b>
CROWNPOINT SERVICE UNIT	72	61.4%	22.4%	16.2%
GALLUP SERVICE UNIT	376	58.0%	19.0%	23.0%
OFC OF ADMIN & MGMT	17	58.0%	25.1%	17.0%
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	10	75.1%	24.9%	0.0%
PHS INDIAN HEALTH CENTER, CHINLE, AZ	191	65.1%	22.8%	12.1%
SHIPROCK SERVICE UNIT	223	68.4%	16.1%	15.6%

**51. I have trust and confidence in my supervisor.**

	N	Positive	Neutral	Negative
Department of Health and Human Services	42,222	73.7%	13.6%	12.6%
INDIAN HEALTH SERVICE	4,832	62.8%	18.6%	18.7%
<b>Navajo Area Office</b>	<b>904</b>	<b>54.5%</b>	<b>20.9%</b>	<b>24.6%</b>
CROWNPOINT SERVICE UNIT	72	44.7%	30.9%	24.4%
GALLUP SERVICE UNIT	375	50.6%	20.2%	29.2%
OFC OF ADMIN & MGMT	17	56.0%	31.9%	12.1%
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	100.0%	0.0%	0.0%
PHS INDIAN HEALTH CENTER, CHINLE, AZ	193	57.8%	21.6%	20.6%
SHIPROCK SERVICE UNIT	222	58.9%	17.8%	23.3%

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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	42,203	76.2%	14.6%	9.2%
INDIAN HEALTH SERVICE	4,835	63.5%	21.1%	15.4%
<b>Navajo Area Office</b>	<b>907</b>	<b>54.9%</b>	<b>25.4%</b>	<b>19.7%</b>
CROWNPOINT SERVICE UNIT	71	42.5%	36.4%	21.0%
GALLUP SERVICE UNIT	376	51.4%	26.2%	22.4%
OFC OF ADMIN & MGMT	17	53.9%	26.8%	19.2%
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	87.3%	12.7%	0.0%
PHS INDIAN HEALTH CENTER, CHINLE, AZ	195	58.0%	25.5%	16.6%
SHIPROCK SERVICE UNIT	222	61.2%	20.3%	18.6%

**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	40,991	54.0%	23.6%	22.5%	1,035
INDIAN HEALTH SERVICE	4,676	43.0%	28.9%	28.2%	111
<b>Navajo Area Office</b>	<b>878</b>	<b>39.0%</b>	<b>28.9%</b>	<b>32.1%</b>	<b>22</b>
CROWNPOINT SERVICE UNIT	69	30.3%	29.5%	40.3%	1
GALLUP SERVICE UNIT	370	31.5%	31.3%	37.1%	7
OFC OF ADMIN & MGMT	17	58.9%	20.1%	21.0%	0
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	10	76.8%	7.7%	15.5%	0
PHS INDIAN HEALTH CENTER, CHINLE, AZ	184	57.0%	24.7%	18.3%	6
SHIPROCK SERVICE UNIT	213	34.3%	30.7%	35.0%	8

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	39,371	61.8%	22.5%	15.7%	2,659
INDIAN HEALTH SERVICE	4,588	48.2%	28.7%	23.1%	213
<b>Navajo Area Office</b>	<b>866</b>	<b>42.6%</b>	<b>29.5%</b>	<b>27.8%</b>	<b>38</b>
CROWNPOINT SERVICE UNIT	68	27.8%	42.0%	30.2%	2
GALLUP SERVICE UNIT	360	35.1%	31.0%	34.0%	16
OFC OF ADMIN & MGMT	17	58.7%	19.7%	21.7%	0
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	85.7%	7.2%	7.1%	0
PHS INDIAN HEALTH CENTER, CHINLE, AZ	188	58.8%	24.1%	17.1%	6
SHIPROCK SERVICE UNIT	207	41.3%	30.7%	28.0%	14



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**Leadership (continued)**

**55. Supervisors work well with employees of different backgrounds.**

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	39,867	72.0%	17.8%	10.2%	2,051
INDIAN HEALTH SERVICE	4,587	58.6%	25.3%	16.1%	185
<b>Navajo Area Office</b>	<b>858</b>	<b>48.2%</b>	<b>30.2%</b>	<b>21.5%</b>	<b>40</b>
CROWNPOINT SERVICE UNIT	65	42.5%	30.3%	27.2%	5
GALLUP SERVICE UNIT	357	42.2%	30.9%	27.0%	16
OFC OF ADMIN & MGMT	16	61.3%	23.5%	15.2%	0
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	92.9%	7.1%	0.0%	0
PHS INDIAN HEALTH CENTER, CHINLE, AZ	183	56.1%	29.8%	14.2%	8
SHIPROCK SERVICE UNIT	211	49.6%	31.2%	19.1%	11

**56. Managers communicate the goals of the organization.**

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	41,299	68.8%	17.7%	13.4%	676
INDIAN HEALTH SERVICE	4,674	54.9%	25.7%	19.4%	113
<b>Navajo Area Office</b>	<b>873</b>	<b>49.3%</b>	<b>27.8%</b>	<b>22.9%</b>	<b>30</b>
CROWNPOINT SERVICE UNIT	67	43.2%	32.5%	24.3%	3
GALLUP SERVICE UNIT	370	42.7%	27.2%	30.1%	6
OFC OF ADMIN & MGMT	17	64.4%	10.8%	24.9%	0
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	10	92.2%	0.0%	7.8%	0
PHS INDIAN HEALTH CENTER, CHINLE, AZ	185	61.2%	29.1%	9.7%	8
SHIPROCK SERVICE UNIT	209	47.6%	29.3%	23.2%	13

**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	39,561	68.5%	19.9%	11.7%	2,439
INDIAN HEALTH SERVICE	4,571	55.6%	26.8%	17.6%	216
<b>Navajo Area Office</b>	<b>857</b>	<b>48.8%</b>	<b>29.5%</b>	<b>21.8%</b>	<b>41</b>
CROWNPOINT SERVICE UNIT	68	44.9%	32.5%	22.6%	1
GALLUP SERVICE UNIT	359	39.5%	32.3%	28.3%	16
OFC OF ADMIN & MGMT	17	55.7%	19.4%	24.9%	0
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	10	92.2%	0.0%	7.8%	0
PHS INDIAN HEALTH CENTER, CHINLE, AZ	182	65.1%	25.5%	9.4%	9
SHIPROCK SERVICE UNIT	206	47.5%	29.7%	22.9%	15

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**Leadership (continued)**

**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	40,756	63.0%	19.5%	17.6%	1,298
INDIAN HEALTH SERVICE	4,631	49.4%	26.5%	24.1%	162
<b>Navajo Area Office</b>	<b>862</b>	<b>42.9%</b>	<b>28.8%</b>	<b>28.2%</b>	<b>36</b>
CROWNPOINT SERVICE UNIT	69	31.6%	35.6%	32.8%	1
GALLUP SERVICE UNIT	360	34.6%	30.0%	35.4%	14
OFC OF ADMIN & MGMT	17	62.3%	20.1%	17.6%	0
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	10	84.5%	7.8%	7.8%	0
PHS INDIAN HEALTH CENTER, CHINLE, AZ	186	57.9%	26.5%	15.6%	5
SHIPROCK SERVICE UNIT	205	42.0%	28.7%	29.4%	16

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

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	40,629	66.7%	18.7%	14.6%	1,189
INDIAN HEALTH SERVICE	4,593	51.3%	27.3%	21.4%	156
<b>Navajo Area Office</b>	<b>856</b>	<b>44.1%</b>	<b>29.7%</b>	<b>26.2%</b>	<b>38</b>
CROWNPOINT SERVICE UNIT	69	32.9%	32.4%	34.7%	1
GALLUP SERVICE UNIT	355	36.0%	31.5%	32.5%	16
OFC OF ADMIN & MGMT	17	59.9%	22.5%	17.6%	0
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	10	92.2%	0.0%	7.8%	0
PHS INDIAN HEALTH CENTER, CHINLE, AZ	182	59.6%	24.5%	15.9%	7
SHIPROCK SERVICE UNIT	208	42.2%	32.7%	25.0%	14

**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	39,793	67.8%	19.7%	12.5%	2,181
INDIAN HEALTH SERVICE	4,421	52.9%	27.5%	19.6%	366
<b>Navajo Area Office</b>	<b>822</b>	<b>45.2%</b>	<b>31.5%</b>	<b>23.3%</b>	<b>81</b>
CROWNPOINT SERVICE UNIT	60	21.6%	45.3%	33.1%	10
GALLUP SERVICE UNIT	338	40.2%	31.2%	28.6%	37
OFC OF ADMIN & MGMT	17	64.7%	6.1%	29.2%	0
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	10	61.9%	30.1%	8.0%	1
PHS INDIAN HEALTH CENTER, CHINLE, AZ	182	55.4%	32.9%	11.7%	11
SHIPROCK SERVICE UNIT	203	46.8%	29.4%	23.8%	19

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**Leadership (continued)**

**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	41,284	65.7%	20.4%	14.0%	645
INDIAN HEALTH SERVICE	4,658	56.8%	25.3%	18.0%	122
<b>Navajo Area Office</b>	<b>856</b>	<b>54.3%</b>	<b>26.7%</b>	<b>19.0%</b>	<b>43</b>
CROWNPOINT SERVICE UNIT	64	42.4%	33.1%	24.5%	5
GALLUP SERVICE UNIT	353	46.8%	30.5%	22.7%	21
OFC OF ADMIN & MGMT	17	65.1%	34.9%	0.0%	0
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	78.5%	21.5%	0.0%	0
PHS INDIAN HEALTH CENTER, CHINLE, AZ	184	73.2%	17.8%	9.0%	8
SHIPROCK SERVICE UNIT	212	49.5%	26.2%	24.3%	9

**62. Senior leaders demonstrate support for Work/Life programs.**

	N	Positive	Neutral	Negative	DNK
Department of Health and Human Services	38,629	66.9%	21.6%	11.5%	3,323
INDIAN HEALTH SERVICE	4,312	48.1%	32.8%	19.2%	463
<b>Navajo Area Office</b>	<b>813</b>	<b>43.2%</b>	<b>33.3%</b>	<b>23.5%</b>	<b>85</b>
CROWNPOINT SERVICE UNIT	60	27.8%	42.1%	30.1%	10
GALLUP SERVICE UNIT	339	36.8%	34.8%	28.4%	34
OFC OF ADMIN & MGMT	17	44.3%	37.0%	18.6%	0
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	78.5%	21.5%	0.0%	0
PHS INDIAN HEALTH CENTER, CHINLE, AZ	176	59.6%	27.6%	12.7%	15
SHIPROCK SERVICE UNIT	196	40.9%	34.4%	24.7%	25

**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	41,867	60.4%	20.6%	19.0%
INDIAN HEALTH SERVICE	4,772	53.3%	26.7%	20.0%
<b>Navajo Area Office</b>	<b>892</b>	<b>52.0%</b>	<b>29.3%</b>	<b>18.7%</b>
CROWNPOINT SERVICE UNIT	70	51.6%	35.1%	13.2%
GALLUP SERVICE UNIT	374	47.4%	30.5%	22.0%
OFC OF ADMIN & MGMT	17	63.4%	16.3%	20.4%
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	10	100.0%	0.0%	0.0%
PHS INDIAN HEALTH CENTER, CHINLE, AZ	187	55.1%	28.9%	16.0%
SHIPROCK SERVICE UNIT	220	53.7%	28.8%	17.5%

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**My Satisfaction (continued)**

**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	41,871	57.8%	21.7%	20.5%
INDIAN HEALTH SERVICE	4,763	47.0%	27.2%	25.8%
<b>Navajo Area Office</b>	<b>890</b>	<b>46.0%</b>	<b>27.9%</b>	<b>26.1%</b>
CROWNPOINT SERVICE UNIT	70	42.4%	24.5%	33.1%
GALLUP SERVICE UNIT	371	42.8%	25.1%	32.1%
OFC OF ADMIN & MGMT	17	58.5%	14.0%	27.6%
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	10	84.6%	15.4%	0.0%
PHS INDIAN HEALTH CENTER, CHINLE, AZ	189	56.0%	29.7%	14.3%
SHIPROCK SERVICE UNIT	219	40.6%	34.7%	24.6%

**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	41,832	59.9%	20.6%	19.5%
INDIAN HEALTH SERVICE	4,767	45.5%	27.2%	27.2%
<b>Navajo Area Office</b>	<b>891</b>	<b>40.7%</b>	<b>31.6%</b>	<b>27.7%</b>
CROWNPOINT SERVICE UNIT	70	40.9%	33.5%	25.6%
GALLUP SERVICE UNIT	373	35.6%	30.1%	34.3%
OFC OF ADMIN & MGMT	17	57.3%	21.8%	21.0%
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	10	84.6%	7.7%	7.6%
PHS INDIAN HEALTH CENTER, CHINLE, AZ	187	47.2%	33.1%	19.8%
SHIPROCK SERVICE UNIT	219	41.2%	33.6%	25.2%

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

	N	Positive	Neutral	Negative
Department of Health and Human Services	41,774	53.5%	28.2%	18.3%
INDIAN HEALTH SERVICE	4,764	45.6%	32.3%	22.1%
<b>Navajo Area Office</b>	<b>896</b>	<b>43.4%</b>	<b>32.8%</b>	<b>23.7%</b>
CROWNPOINT SERVICE UNIT	70	32.4%	37.4%	30.2%
GALLUP SERVICE UNIT	374	37.8%	32.2%	30.0%
OFC OF ADMIN & MGMT	17	48.2%	37.4%	14.5%
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	78.5%	14.3%	7.2%
PHS INDIAN HEALTH CENTER, CHINLE, AZ	190	56.7%	29.1%	14.2%
SHIPROCK SERVICE UNIT	219	41.9%	37.6%	20.6%

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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	41,793	43.3%	29.2%	27.5%
INDIAN HEALTH SERVICE	4,757	41.5%	33.1%	25.5%
<b>Navajo Area Office</b>	<b>891</b>	<b>42.5%</b>	<b>33.7%</b>	<b>23.9%</b>
CROWNPOINT SERVICE UNIT	70	38.3%	33.0%	28.7%
GALLUP SERVICE UNIT	373	39.3%	33.4%	27.2%
OFC OF ADMIN & MGMT	17	59.2%	24.1%	16.7%
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	10	84.6%	15.4%	0.0%
PHS INDIAN HEALTH CENTER, CHINLE, AZ	187	49.1%	32.3%	18.6%
SHIPROCK SERVICE UNIT	219	40.3%	37.0%	22.7%

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

	N	Positive	Neutral	Negative
Department of Health and Human Services	41,795	62.1%	22.1%	15.8%
INDIAN HEALTH SERVICE	4,761	52.7%	26.1%	21.3%
<b>Navajo Area Office</b>	<b>889</b>	<b>48.8%</b>	<b>29.8%</b>	<b>21.4%</b>
CROWNPOINT SERVICE UNIT	70	44.6%	26.1%	29.3%
GALLUP SERVICE UNIT	370	46.6%	28.4%	25.0%
OFC OF ADMIN & MGMT	17	52.4%	47.6%	0.0%
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	85.5%	7.2%	7.3%
PHS INDIAN HEALTH CENTER, CHINLE, AZ	189	49.4%	32.5%	18.1%
SHIPROCK SERVICE UNIT	217	51.4%	30.7%	17.9%

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

	N	Positive	Neutral	Negative
Department of Health and Human Services	41,819	74.1%	14.9%	10.9%
INDIAN HEALTH SERVICE	4,760	70.8%	18.7%	10.5%
<b>Navajo Area Office</b>	<b>891</b>	<b>70.6%</b>	<b>19.4%</b>	<b>10.1%</b>
CROWNPOINT SERVICE UNIT	70	67.3%	25.6%	7.0%
GALLUP SERVICE UNIT	372	66.9%	20.1%	13.0%
OFC OF ADMIN & MGMT	17	83.1%	16.9%	0.0%
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	92.8%	7.2%	0.0%
PHS INDIAN HEALTH CENTER, CHINLE, AZ	188	75.3%	16.2%	8.6%
SHIPROCK SERVICE UNIT	218	71.7%	20.2%	8.0%

**Department of Health and Human Services**  
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**My Satisfaction (continued)**

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

	N	Positive	Neutral	Negative
Department of Health and Human Services	41,785	65.6%	16.6%	17.8%
INDIAN HEALTH SERVICE	4,749	59.0%	19.6%	21.4%
<b>Navajo Area Office</b>	<b>888</b>	<b>58.7%</b>	<b>22.5%</b>	<b>18.8%</b>
CROWNPOINT SERVICE UNIT	69	56.6%	20.2%	23.3%
GALLUP SERVICE UNIT	372	55.9%	22.2%	21.9%
OFC OF ADMIN & MGMT	17	73.0%	16.9%	10.1%
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	85.7%	14.3%	0.0%
PHS INDIAN HEALTH CENTER, CHINLE, AZ	187	65.1%	22.5%	12.4%
SHIPROCK SERVICE UNIT	218	53.4%	26.3%	20.2%

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

	N	Positive	Neutral	Negative
Department of Health and Human Services	41,703	70.0%	17.9%	12.1%
INDIAN HEALTH SERVICE	4,728	59.4%	24.6%	16.0%
<b>Navajo Area Office</b>	<b>881</b>	<b>57.9%</b>	<b>26.3%</b>	<b>15.8%</b>
CROWNPOINT SERVICE UNIT	70	52.9%	29.4%	17.7%
GALLUP SERVICE UNIT	368	50.0%	28.5%	21.5%
OFC OF ADMIN & MGMT	17	83.1%	16.9%	0.0%
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	85.6%	14.4%	0.0%
PHS INDIAN HEALTH CENTER, CHINLE, AZ	184	68.8%	21.2%	10.1%
SHIPROCK SERVICE UNIT	216	59.7%	26.8%	13.5%

**Work/Life**

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

	N	Telework				
		Very Infrequently	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	41,700	14.6%	7.3%	37.1%	7.6%	3.2%
INDIAN HEALTH SERVICE	4,673	5.1%	1.4%	3.3%	1.6%	4.4%
<b>Navajo Area Office</b>	<b>866</b>	<b>3.8%</b>	<b>1.3%</b>	<b>1.1%</b>	<b>3.2%</b>	<b>7.4%</b>
CROWNPOINT SERVICE UNIT	68	4.6%	0.0%	1.5%	1.2%	6.9%
GALLUP SERVICE UNIT	360	4.1%	1.8%	1.4%	4.4%	7.4%
OFC OF ADMIN & MGMT	17	5.9%	0.0%	0.0%	0.0%	0.0%
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	10.4%	0.0%	0.0%	0.0%	17.7%
PHS INDIAN HEALTH CENTER, CHINLE, AZ	179	3.4%	2.0%	1.2%	1.1%	6.5%
SHIPROCK SERVICE UNIT	216	2.9%	0.6%	0.4%	4.1%	8.9%

(continued)



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**Work/Life (continued)**

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

	N	Must Be Physically Present	Technical Issues	Do Not Telework	
				Not Approved To Telework	Choose Not To Telework
Department of Health and Human Services	41,700	14.0%	1.9%	6.0%	8.3%
INDIAN HEALTH SERVICE	4,673	45.7%	5.0%	17.8%	15.7%
Navajo Area Office	<b>866</b>	<b>47.4%</b>	<b>5.6%</b>	<b>13.2%</b>	<b>17.1%</b>
CROWNPOINT SERVICE UNIT	68	49.6%	4.4%	13.7%	18.1%
GALLUP SERVICE UNIT	360	46.2%	6.2%	12.0%	16.5%
OFC OF ADMIN & MGMT	17	17.7%	23.5%	20.3%	32.6%
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	16.8%	19.9%	23.4%	11.8%
PHS INDIAN HEALTH CENTER, CHINLE, AZ	179	51.0%	4.4%	10.0%	20.3%
SHIPROCK SERVICE UNIT	216	51.1%	3.9%	14.4%	13.7%

**73. How satisfied are you with the following Work/Life programs in your agency? Telework**

	N	Positive	Neutral	Negative	Choose Not to Participate	Not Available to Me	Unaware of Programs
INDIAN HEALTH SERVICE	1,660	35.8%	47.3%	16.8%	263	2,232	476
Navajo Area Office	<b>269</b>	<b>30.5%</b>	<b>58.5%</b>	<b>10.9%</b>	<b>47</b>	<b>427</b>	<b>121</b>
CROWNPOINT SERVICE UNIT	18	30.1%	69.9%	0.0%	1	35	15
GALLUP SERVICE UNIT	114	32.9%	61.3%	5.8%	17	175	59
OFC OF ADMIN & MGMT	2	0.0%	100.0%	0.0%	1	12	1
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	5	42.5%	40.3%	17.2%	1	4	0
PHS INDIAN HEALTH CENTER, CHINLE, AZ	57	38.5%	46.7%	14.8%	10	83	26
SHIPROCK SERVICE UNIT	71	20.9%	61.1%	18.1%	15	108	20

**74. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS, for example, compressed work schedule or flexible work schedule)**

	N	Positive	Neutral	Negative	Choose Not to Participate	Not Available to Me	Unaware of Programs
INDIAN HEALTH SERVICE	2,781	59.5%	26.2%	14.3%	271	1,274	318
Navajo Area Office	<b>519</b>	<b>58.1%</b>	<b>27.4%</b>	<b>14.5%</b>	<b>35</b>	<b>251</b>	<b>60</b>
CROWNPOINT SERVICE UNIT	41	78.0%	15.5%	6.5%	5	19	5
GALLUP SERVICE UNIT	203	53.2%	26.8%	20.0%	13	111	33
OFC OF ADMIN & MGMT	14	79.9%	20.1%	0.0%	0	2	0
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	10	84.6%	7.6%	7.7%	0	1	0
PHS INDIAN HEALTH CENTER, CHINLE, AZ	119	59.2%	28.7%	12.1%	5	46	12
SHIPROCK SERVICE UNIT	124	53.5%	34.3%	12.2%	11	66	10

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**Work/Life (continued)**

**75. 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	35,973	77.5%	17.4%	5.2%	3,203	1,406	1,050
INDIAN HEALTH SERVICE	4,038	64.8%	24.9%	10.2%	114	347	216
Navajo Area Office	<b>763</b>	<b>63.4%</b>	<b>25.4%</b>	<b>11.1%</b>	<b>17</b>	<b>69</b>	<b>32</b>
CROWNPOINT SERVICE UNIT	57	58.5%	29.7%	11.7%	1	9	3
GALLUP SERVICE UNIT	317	60.9%	25.0%	14.1%	3	34	14
OFC OF ADMIN & MGMT	12	40.2%	49.7%	10.1%	0	2	3
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	11	61.2%	38.8%	0.0%	0	0	0
PHS INDIAN HEALTH CENTER, CHINLE, AZ	161	70.1%	19.6%	10.3%	6	8	8
SHIPROCK SERVICE UNIT	193	65.2%	27.2%	7.6%	7	13	4

**76. 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	25,148	56.8%	38.3%	4.9%	11,779	696	4,023
INDIAN HEALTH SERVICE	3,322	47.1%	45.2%	7.7%	624	219	569
Navajo Area Office	<b>616</b>	<b>45.5%</b>	<b>44.1%</b>	<b>10.4%</b>	<b>103</b>	<b>44</b>	<b>120</b>
CROWNPOINT SERVICE UNIT	43	38.0%	47.9%	14.1%	9	4	14
GALLUP SERVICE UNIT	257	41.1%	43.8%	15.1%	43	19	51
OFC OF ADMIN & MGMT	13	28.4%	62.9%	8.6%	1	2	1
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	10	54.6%	37.5%	7.9%	0	0	1
PHS INDIAN HEALTH CENTER, CHINLE, AZ	123	47.8%	44.6%	7.6%	18	9	34
SHIPROCK SERVICE UNIT	158	55.9%	40.1%	4.0%	30	10	18

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**Work/Life (continued)**

**77. 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, flexible spending account)**

	N	Positive	Neutral	Negative	Choose Not to Participate	Not Available to Me	Unaware of Programs
Department of Health and Human Services	17,227	41.0%	51.2%	7.9%	16,540	3,800	4,102
INDIAN HEALTH SERVICE	1,855	23.6%	62.0%	14.3%	640	1,210	1,027
Navajo Area Office	<b>367</b>	<b>25.5%</b>	<b>55.4%</b>	<b>19.1%</b>	<b>89</b>	<b>245</b>	<b>184</b>
CROWNPOINT SERVICE UNIT	25	25.7%	64.2%	10.1%	5	24	16
GALLUP SERVICE UNIT	154	23.1%	60.0%	16.9%	36	96	85
OFC OF ADMIN & MGMT	6	0.0%	75.9%	24.1%	1	5	5
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	6	36.8%	50.5%	12.7%	1	1	2
PHS INDIAN HEALTH CENTER, CHINLE, AZ	74	31.6%	40.3%	28.2%	15	55	39
SHIPROCK SERVICE UNIT	97	26.7%	54.3%	19.0%	28	62	32

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

	N	Positive	Neutral	Negative	Choose Not to Participate	Not Available to Me	Unaware of Programs
Department of Health and Human Services	14,131	34.1%	60.5%	5.5%	16,603	3,316	7,576
INDIAN HEALTH SERVICE	1,772	24.4%	62.8%	12.8%	584	1,121	1,246
Navajo Area Office	<b>358</b>	<b>28.4%</b>	<b>52.7%</b>	<b>18.9%</b>	<b>76</b>	<b>220</b>	<b>225</b>
CROWNPOINT SERVICE UNIT	25	16.9%	69.4%	13.6%	5	21	19
GALLUP SERVICE UNIT	153	27.4%	53.3%	19.4%	28	89	98
OFC OF ADMIN & MGMT	5	0.0%	100.0%	0.0%	1	6	5
OFFICE OF ENVIRONMENTAL HEALTH AND ENGINEERING	6	36.8%	50.5%	12.7%	0	0	4
PHS INDIAN HEALTH CENTER, CHINLE, AZ	70	37.1%	37.2%	25.7%	14	46	51
SHIPROCK SERVICE UNIT	95	28.8%	54.8%	16.4%	27	56	40

**Department of Health and Human Services**  
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**Demographic Questions**

***Where do you work?***

	%
Headquarters	9.8%
Field	90.2%

***What is your supervisory status?***

	%
Non-Supervisor	70.8%
Team Leader	13.0%
Supervisor	12.0%
Manager	3.1%
Senior Leader	1.1%

***Are you:***

	%
Male	22.0%
Female	78.0%

***Are you Hispanic or Latino?***

	%
Yes	3.2%
No	96.8%

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

	%
American Indian or Alaska Native	79.0%
Asian	2.0%
Black or African American	1.3%
Native Hawaiian or Other Pacific Islander	0.9%
White	14.6%
Two or more races	2.3%

Note: Percentages for demographic questions are unweighted.

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**Demographic Questions (continued)**

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

	%
Less than High School	0.9%
High School Diploma/GED or equivalent	8.8%
Trade or Technical Certificate	9.5%
Some College (no degree)	22.5%
Associate's Degree (e.g., AA, AS)	21.0%
Bachelor's Degree (e.g., BA, BS)	16.1%
Master's Degree (e.g., MA, MS, MBA)	11.7%
Doctoral/Professional Degree (e.g., Ph.D., MD, JD)	9.4%

***What is your pay category/grade?***

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

*Note: All results are suppressed when any single demographic category has fewer than 4 responses.*

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

	%
Less than 1 year	1.9%
1 to 3 years	18.4%
4 to 5 years	7.5%
6 to 10 years	15.4%
11 to 14 years	13.9%
15 to 20 years	16.5%
More than 20 years	26.4%

Note: Percentages for demographic questions are unweighted.

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**Demographic Questions (continued)**

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

	%
Less than 1 year	4.6%
1 to 3 years	23.1%
4 to 5 years	9.1%
6 to 10 years	16.5%
11 to 20 years	26.4%
More than 20 years	20.3%

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

	%
No	66.3%
Yes, to retire	8.2%
Yes, to take another job within the Federal Government	12.7%
Yes, to take another job outside the Federal Government	5.2%
Yes, other	7.5%

***I am planning to retire:***

	%
Within one year	3.7%
Between one and three years	11.8%
Between three and five years	10.9%
Five or more years	73.6%

***What is your US military service status?***

	%
No Prior Military Service	91.3%
Currently in National Guard or Reserves	0.8%
Retired	1.0%
Separated or Discharged	6.8%

Note: Percentages for demographic questions are unweighted.



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**Demographic Questions** (continued)

***Are you an individual with a disability?***

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	%
Yes	6.0%
No	94.0%

***What is your age group?***

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	%
25 and under	0.5%
26-29	3.0%
30-39	15.4%
40-49	25.6%
50-59	35.8%
60 or older	19.7%

Note: Percentages for demographic questions are unweighted.