



U.S. Department of Commerce

2012 Federal Employee Viewpoint Survey Results

Within This Report

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About The FEVS

Title 5, Code of Federal Regulations, Part 250 requires agencies to administer an annual employee survey. The Office of Personnel Management now administers the FEVS annually, thus meeting agencies' yearly survey commitment.

This year, the web-based survey was completed by 687,687 Federal employees from May 14, 2012 to June 26, 2012. It contained 99 questions.

The FEVS focuses on employee perceptions regarding critical areas of their work lives: areas which drive employee satisfaction, commitment, and ultimately retention in the workforce. Commerce will use 2012 results to improve processes, products, services, and organizational outcomes through the recruitment and retention of a high-performing, diverse workforce.

Results At-A-Glance

Overall, the results show that Commerce employees are engaged and have a positive outlook on the work of the Department, with major strengths in work experiences, supervisors/team leaders, the use of alternative work schedules, and telework implementation. However, opportunities for improvement lie within employee perceptions of the Department's performance management and leadership.

- **45 items had positive ratings of 65% or more** (strengths)
- **1 item had a negative rating of 35% or more** (challenges)
- **4 items had neutral ratings of 30% or more** (opportunities)

- **73 out of 78 items were above the positive Government-wide average**
- **46 items were 5 percentage points or more above the positive Government-wide average**
- **0 items were 5 percentage points or more below the positive Government-wide average**

- **Highest positive score: 97%** – When needed, I am willing to put in the extra effort to get a job done.
- **Lowest positive score: 38%** – In my work unit, steps are taken to deal with poor performer who cannot or will not improve.

Indices

Commerce received the following Human Capital Assessment and Accountability Framework Indices rankings (out of 37 agencies) and Employee Engagement Indices and Global Satisfaction Index scores:

- **5th on Results-Oriented Performance Culture**
The culture promotes improvement in processes, products, services, and organizational outcomes
- **8th on Job Satisfaction**
Employees are satisfied with their jobs and various aspects thereof
- **8th on Leadership and Knowledge Management**
Leadership is held in high regard, both overall and on specific facets of leadership
- **9th on Talent Management**
The organization has the talent necessary to achieve organizational goals

- **70% on Employee Engagement**
Conditions that lead to engaged employees
- **77% on Supervisors**
The interpersonal relationship between worker and supervisor, including trust, respect, and support
- **73% on Intrinsic Work Experiences**
Employees' feelings of motivation and competency relating to their role in the workplace
- **59% on Leaders Lead**
Perceptions of leadership integrity and behaviors, such as communication and workforce motivation

- **69% on Global Satisfaction**
Combination of employees' satisfaction with their job, pay, and organization, plus their willingness to recommend their organization as a good place to work

Response Rates

59% (19,872 out of 33,893) of Commerce employees responded to the 2012 FEVS, which is 3 percentage points above last year's rate and 13 percentage points above the Government-wide rate. Bureau/organizational unit response rates are:

- | | | | |
|---------------|----------------|--------------|--------------|
| ▪ EDA – 98% | ▪ BEA – 75% | ▪ OS – 52% | ▪ NIST – 47% |
| ▪ ESA – 93% | ▪ NTIA – 67% | ▪ NTIS – 51% | ▪ BIS – 40% |
| ▪ OIG – 87% | ▪ ITA – 61% | ▪ MBDA – 47% | |
| ▪ USPTO – 76% | ▪ CENSUS – 56% | ▪ NOAA – 47% | |

Positive, Neutral, Negative Ratings

POSITIVE		NEUTRAL	NEGATIVE		TOTAL	Don't Know / No Basis to Judge
Strongly Agree, Very Good, Very Satisfied	Agree, Good, Satisfied	Neither Agree nor Disagree, Fair, Neither Satisfied nor Dissatisfied	Disagree, Poor, Dissatisfied	Strongly Disagree, Very Poor, Very Dissatisfied		

My Work Experience

1 I am given a real opportunity to improve my skills in my organization.	69%		16%	15%		19,832	n/a
	22%	47%	16%	11%	4%		
	4,503	9,395	3,100	2,067	767		
2 I have enough information to do my job well.	76%		13%	11%		19,781	n/a
	20%	55%	13%	9%	2%		
	4,291	10,853	2,517	1,683	437		
3 I feel encouraged to come up with new and better ways of doing things.	60%		21%	19%		19,705	n/a
	21%	39%	21%	13%	6%		
	4,125	7,629	4,233	2,622	1,096		
4 My work gives me a feeling of personal accomplishment.	74%		15%	11%		19,772	n/a
	28%	46%	15%	8%	4%		
	5,538	9,132	2,918	1,461	723		
5 I like the kind of work I do.	83%		12%	6%		19,708	n/a
	36%	47%	12%	4%	2%		
	6,994	9,209	2,393	818	294		
6 I know what is expected of me on the job.	83%		10%	7%		19,699	n/a
	34%	49%	10%	5%	2%		
	7,036	9,475	1,834	1,001	353		
7 When needed I am willing to put in the extra effort to get a job done.	97%		2%	1%		19,782	n/a
	62%	35%	2%	0%	0%		
	12,225	6,921	467	87	82		
8 I am constantly looking for ways to do my job better.	90%		9%	1%		19,795	n/a
	44%	46%	9%	1%	0%		
	8,836	8,999	1,684	215	61		
9 I have sufficient resources (for example, people, materials, budget) to get my job done.	53%		17%	30%		19,780	44
	13%	40%	17%	20%	10%		
	2,955	8,082	3,144	3,678	1,921		
10 My workload is reasonable.	59%		18%	23%		19,739	31
	11%	48%	18%	16%	7%		
	2,239	9,268	3,650	3,159	1,423		
11 My talents are used well in the workplace.	62%		18%	20%		19,451	67
	16%	46%	18%	12%	7%		
	3,269	8,883	3,568	2,351	1,380		
12 I know how my work relates to the agency's goals and priorities.	85%		9%	5%		19,710	49
	31%	54%	9%	4%	2%		
	6,480	10,519	1,724	638	349		
13 The work I do is important.	90%		7%	3%		19,664	52
	45%	45%	7%	2%	1%		
	8,954	8,775	1,440	301	194		

Positive, Neutral, Negative Ratings

14 Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	74%		13%	13%		19,689	106
	28%	46%	13%	9%	4%		
	5,904	9,035	2,481	1,547	722		
15 My performance appraisal is a fair reflection of my performance.	72%		15%	13%		19,650	149
	24%	48%	15%	8%	5%		
	5,103	9,445	2,756	1,416	930		
16 I am held accountable for achieving results.	85%		11%	4%		19,696	56
	31%	54%	11%	3%	1%		
	6,609	10,467	1,866	542	212		
17 I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	64%		22%	14%		18,431	1,327
	23%	41%	22%	7%	7%		
	4,460	7,454	4,053	1,289	1,175		
18 My training needs are assessed.	52%		25%	23%		19,550	232
	12%	40%	25%	15%	8%		
	2,614	7,933	4,740	2,875	1,388		
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).	70%		14%	16%		19,436	387
	27%	43%	14%	10%	6%		
	5,875	8,218	2,569	1,772	1,002		

My Work Unit

20 The people I work with cooperate to get the job done.	78%		13%	9%		19,824	n/a
	27%	51%	13%	7%	2%		
	5,450	10,095	2,626	1,242	411		
21 My work unit is able to recruit people with the right skills.	54%		25%	21%		18,908	917
	11%	43%	25%	14%	7%		
	2,276	8,263	4,681	2,515	1,173		
22 Promotions in my work unit are based on merit.	53%		24%	23%		18,757	1,019
	16%	37%	24%	13%	10%		
	3,539	7,071	4,233	2,197	1,717		
23 In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	38%		29%	33%		17,578	2,205
	8%	30%	29%	19%	14%		
	1,705	5,603	5,003	3,022	2,245		
24 In my work unit, differences in performance are recognized in a meaningful way.	43%		29%	28%		18,494	1,283
	9%	34%	29%	18%	10%		
	1,919	6,559	5,258	3,046	1,712		
25 Awards in my work unit depend on how well employees perform their jobs.	55%		22%	23%		18,813	942
	16%	39%	22%	13%	10%		
	3,447	7,623	3,857	2,248	1,638		
26 Employees in my work unit share job knowledge with each other.	75%		14%	11%		19,656	116
	21%	53%	14%	7%	4%		
	4,436	10,337	2,789	1,376	718		
27 The skill level in my work unit has improved in the past year.	57%		30%	13%		18,738	1,038
	16%	41%	30%	9%	4%		
	3,247	7,776	5,496	1,520	699		

Positive, Neutral, Negative Ratings

28 How would you rate the overall quality of work done by your work unit?	89%		10%	2%		19,781	n/a
	47%	42%	10%	1%	1%		
	9,267	8,306	1,851	252	105		

My Agency

29 The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	77%		15%	8%		19,200	337
	18%	59%	15%	6%	2%		
	3,575	11,412	2,759	1,099	355		

30 Employees have a feeling of personal empowerment with respect to work processes.	52%		25%	23%		18,998	532
	11%	41%	25%	16%	7%		
	2,324	7,887	4,646	2,926	1,215		

31 Employees are recognized for providing high quality products and services.	59%		22%	19%		19,163	327
	14%	44%	22%	13%	6%		
	2,973	8,579	4,063	2,430	1,118		

32 Creativity and innovation are rewarded.	46%		29%	25%		18,894	584
	12%	35%	29%	16%	8%		
	2,252	6,468	5,557	3,045	1,572		

33 Pay raises depend on how well employees perform their jobs.	39%		26%	35%		18,445	1,042
	11%	28%	26%	20%	15%		
	2,484	5,645	4,472	3,317	2,527		

34 Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	64%		26%	10%		18,032	1,469
	19%	45%	26%	6%	4%		
	3,763	8,208	4,385	1,006	670		

35 Employees are protected from health and safety hazards on the job.	84%		11%	5%		19,135	394
	27%	56%	11%	3%	2%		
	5,439	10,701	2,139	596	260		

36 My organization has prepared employees for potential security threats.	81%		14%	6%		19,204	288
	23%	58%	14%	4%	1%		
	4,738	10,987	2,514	715	250		

37 Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	62%		22%	16%		18,042	1,440
	20%	42%	22%	9%	8%		
	3,736	7,704	3,830	1,500	1,272		

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.	73%		18%	9%		17,562	1,904
	26%	47%	18%	4%	4%		
	4,865	8,252	3,025	694	726		

39 My agency is successful at accomplishing its mission.	82%		13%	4%		19,099	357
	26%	57%	13%	3%	1%		
	5,164	10,716	2,398	566	255		

40 I recommend my organization as a good place to work.	74%		16%	10%		19,513	n/a
	29%	45%	16%	7%	3%		
	6,104	8,581	3,028	1,252	548		

Positive, Neutral, Negative Ratings

41 I believe the results of this survey will be used to make my agency a better place to work.	46%		30%	24%		17,673	1,873
	15%	31%	30%	15%	10%		
	3,127	5,561	4,992	2,417	1,576		

My Supervisor/Team Leader

42 My supervisor supports my need to balance work and other life issues.	83%		10%	7%		19,376	123
	40%	43%	10%	4%	3%		
	7,971	8,296	1,862	728	519		

43 My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	69%		18%	14%		19,333	143
	28%	41%	18%	9%	5%		
	5,501	7,826	3,511	1,621	874		

44 Discussions with my supervisor/team leader about my performance are worthwhile.	69%		17%	14%		19,279	157
	27%	42%	17%	9%	6%		
	5,569	8,041	3,088	1,564	1,017		

45 My supervisor/team leader is committed to a workforce representative of all segments of society.	70%		23%	7%		17,644	1,790
	28%	42%	23%	4%	3%		
	5,255	7,357	3,859	619	554		

46 My supervisor/team leader provides me with constructive suggestions to improve my job performance.	66%		19%	14%		19,351	85
	25%	41%	19%	9%	5%		
	5,179	8,081	3,511	1,667	913		

47 Supervisors/team leaders in my work unit support employee development.	72%		16%	11%		19,227	219
	28%	44%	16%	7%	5%		
	5,711	8,559	2,926	1,186	845		

48 My supervisor/team leader listens to what I have to say.	81%		11%	9%		19,488	n/a
	37%	44%	11%	6%	3%		
	7,485	8,412	2,013	1,052	526		

49 My supervisor/team leader treats me with respect.	84%		9%	7%		19,461	n/a
	43%	41%	9%	4%	3%		
	8,705	7,875	1,619	778	484		

50 In the last six months, my supervisor/team leader has talked with me about my performance.	87%		7%	6%		19,436	n/a
	38%	49%	7%	4%	2%		
	7,784	9,338	1,263	762	289		

51 I have trust and confidence in my supervisor.	73%		15%	12%		19,451	n/a
	37%	36%	15%	7%	5%		
	7,459	6,998	2,737	1,276	981		

52 Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	76%		16%	9%		19,458	n/a
	43%	33%	16%	5%	3%		
	8,689	6,273	2,905	992	599		

Leadership

53 In my organization, leaders generate high levels of motivation and commitment in the workforce.	48%		27%	25%		19,130	229
	11%	37%	27%	16%	9%		
	2,401	7,297	4,895	2,952	1,585		

54 My organization's leaders maintain high standards of honesty and integrity.	61%		23%	17%		18,475	863
	18%	43%	23%	9%	7%		
	3,585	8,020	4,049	1,581	1,240		

Positive, Neutral, Negative Ratings

55 Managers/supervisors/team leaders work well with employees of different backgrounds.	70%		20%	10%		18,228	1,065
	20%	50%	20%	6%	4%		
	3,898	9,120	3,494	1,037	679		
56 Managers communicate the goals and priorities of the organization.	67%		19%	15%		19,116	163
	17%	49%	19%	9%	5%		
	3,713	9,541	3,302	1,645	915		
57 Managers review and evaluate the organization's progress toward meeting its goals and objectives.	68%		21%	12%		18,250	1,009
	18%	50%	21%	7%	4%		
	3,674	9,191	3,490	1,220	675		
58 Managers promote communication among different work units (for example, about projects, goals, needed resources).	57%		23%	20%		18,709	592
	15%	42%	23%	13%	7%		
	2,988	7,957	4,153	2,314	1,297		
59 Managers support collaboration across work units to accomplish work objectives.	62%		22%	16%		18,681	601
	16%	45%	22%	10%	6%		
	3,300	8,481	3,988	1,831	1,081		
60 Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor/team leader?	64%		22%	14%		17,769	1,549
	26%	38%	22%	8%	6%		
	4,760	6,973	3,787	1,301	948		
61 I have a high level of respect for my organization's senior leaders.	57%		23%	20%		18,959	359
	20%	37%	23%	11%	8%		
	4,175	7,112	4,238	2,017	1,417		
62 Senior leaders demonstrate support for Work/Life programs.	63%		25%	12%		17,314	2,011
	20%	42%	25%	7%	5%		
	3,859	7,354	4,173	1,195	733		

My Satisfaction

63 How satisfied are you with your involvement in decisions that affect your work?	56%		24%	20%		19,287	n/a
	14%	42%	24%	16%	5%		
	2,953	8,115	4,471	2,852	896		
64 How satisfied are you with the information you receive from management on what's going on in your organization?	52%		23%	24%		19,262	n/a
	12%	40%	23%	17%	7%		
	2,625	7,963	4,334	3,137	1,203		
65 How satisfied are you with the recognition you receive for doing a good job?	57%		22%	21%		19,221	n/a
	16%	41%	22%	15%	6%		
	3,276	8,058	4,104	2,634	1,149		
66 How satisfied are you with the policies and practices of your senior leaders?	47%		30%	24%		19,191	n/a
	11%	36%	30%	16%	7%		
	2,326	7,190	5,484	2,879	1,312		
67 How satisfied are you with your opportunity to get a better job in your organization?	42%		30%	28%		19,236	n/a
	11%	31%	30%	17%	11%		
	2,422	6,167	5,626	3,074	1,947		
68 How satisfied are you with the training you receive for your present job?	57%		24%	19%		19,219	n/a
	14%	43%	24%	13%	6%		
	2,946	8,409	4,429	2,391	1,044		

Positive, Neutral, Negative Ratings

69 Considering everything, how satisfied are you with your job?	72%		16%	12%		19,227	n/a
	23%	49%	16%	9%	4%		
	4,705	9,328	2,905	1,652	637		
70 Considering everything, how satisfied are you with your pay?	65%		17%	18%		19,247	n/a
	20%	46%	17%	13%	6%		
	3,880	8,816	3,178	2,349	1,024		
71 Considering everything, how satisfied are you with your organization?	65%		20%	15%		19,229	n/a
	18%	47%	20%	11%	5%		
	3,707	9,203	3,609	1,904	806		

Work/Life

79 How satisfied are you with the following Work/Life programs in your agency? Telework	83%		10%	7%		11,156	276
	44%	39%	10%	5%	2%		
	5,193	4,193	1,061	529	180		
80 How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	94%		4%	2%		10,795	133
	57%	37%	4%	1%	0%		
	6,342	3,841	445	128	39		
81 How satisfied are you with the following Work/Life programs in your agency? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)	86%		12%	2%		5,391	319
	33%	53%	12%	2%	1%		
	1,853	2,794	637	86	21		
82 How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	78%		17%	5%		2,348	281
	29%	50%	17%	3%	2%		
	717	1,141	390	72	28		
83 How satisfied are you with the following Work/Life programs in your agency? Child Care Programs (for example, daycare, parenting classes, parenting support groups)	73%		24%	2%		704	232
	37%	36%	24%	2%	1%		
	267	253	168	13	3		
84 How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	72%		27%	2%		525	216
	32%	40%	27%	1%	1%		
	173	204	139	6	3		

Notes:

- Don't Know/No Basis to Judge responses were excluded from percentage calculations and total response counts.
- Percentages are weighted to represent the Agency's population.
- The sum of percentages may not add to 100 due to rounding.
- Responses to questions 72 - 78 are listed under Work/Life Programs on page 8.
- Positive ratings of 65% or greater are in **bold green** font.
- Neutral ratings of 30% or greater are in **bold blue** font.
- Negative ratings of 35% or greater are in **bold red** font.

Work/Life Programs

YES	NOT SURE	NO	TOTAL
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Telework Eligibility

72 Have you been notified that you are eligible to telework? Telework means working at a location other than your normal work site during your regular work hours (excludes travel).	71%	4%	25%	19,237
	14,211	710	4,316	

I TELEWORK				I DO NOT TELEWORK				TOTAL
3 or more days per week	1 or 2 days per week	No more than 1 or 2 days per month	Very Infrequently, on and unscheduled or short-term basis	I have to be physically present on the job	Technical issues prevent me from teleworking	Did not receive approval, though I have the kind of job where I can telework	Choose not to telework	

Telework Situation

73 Please select the response below that BEST describes your current teleworking situation:	56%				43%				19,061
	13%	18%	8%	17%	11%	5%	13%	14%	
	3,126	3,635	1,428	3,038	1,748	863	2,529	2,694	

YES	NO	NOT AVAILABLE TO ME	TOTAL
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Program Participation

74 Do you participate in the following Work/Life programs? Alternative Work Schedules (AWS)	55%	37%	8%	19,215
	10,961	6,973	1,281	
75 Do you participate in the following Work/Life programs? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)	29%	64%	7%	19,138
	5,609	12,341	1,188	
76 Do you participate in the following Work/Life programs? Employee Assistance Program (EAP)	12%	84%	3%	19,072
	2,442	16,025	605	
77 Do you participate in the following Work/Life programs? Child Care Programs (for example, daycare, parenting classes, parenting support groups)	4%	85%	11%	19,164
	819	16,459	1,886	
78 Do you participate in the following Work/Life programs? Elder Care Programs (for example, support groups, speakers)	3%	85%	12%	19,136
	598	16,520	2,018	

Notes:

- Percentages are weighted to represent the Agency's population.
- The sum of percentages may not add to 100 due to rounding.

Respondent Characteristics and Agency-Specific Item

Respondent Characteristics

	Headquarters	Field				Total		
85 Where do you work?	62%	38%						
	11,838	7,242				19,080		
	Non-Supervisor	Team Leader	Supervisor	Manager	Executive	Total		
86 What is your supervisory status?	69%	13%	12%	5%	2%			
	13,190	2,438	2,347	891	306	19,172		
	Male		Female			Total		
87 Are you:	59%		41%					
	11,158		7,906			19,064		
	Yes		No			Total		
88 Are you Hispanic or Latino?	5%		95%					
	969		17,925			18,894		
	American Indian or Alaska Native	Asian	Black or African American	Native Hawaiian or Other Pacific	White	Two or more races	Total	
89 Please select the racial category(ies) with which you most closely identify.	1%	14%	15%	1%	67%	3%		
	103	2,578	2,844	90	12,306	528	18,449	
	25 and under	26-29	30-39	40-49	50-59	60 or older	Total	
90 What is your age group?	2%	8%	23%	29%	28%	10%		
	381	1,590	4,287	5,465	5,265	1,924	18,912	
	Federal Wage System	GS 1-6	GS 7-12	GS 13-15	Senior Executive Service	Senior Level (SL) or Scientific or Professional (ST)	Other	Total
91 What is your pay category/grade?	2%	3%	36%	51%	1%	1%	6%	
	316	608	6,827	9,825	245	106	1,152	19,079
	< 1 yr	1-3 yrs	4-5 yrs	6-10 yrs	11-14 yrs	15-20 yrs	> 20 yrs	Total
92 How long have you been with the Federal Government (excluding military service)?	1%	14%	13%	18%	13%	11%	30%	
	147	2,623	2,424	3,470	2,578	2,087	5,777	19,106
	< 1 yr	1-3 yrs	4-5 yrs	6-10 yrs	11-20 yrs	> 20 yrs	Total	
93 How long have you been with your current agency (for example, DOJ, EPA)?	1%	17%	14%	19%	25%	24%		
	244	3,227	2,678	3,647	4,729	4,558	19,083	
	No	Yes, Retire	Yes, Another job within Fed Gov	Yes, Another job outside Fed Gov	Yes, Other	Total		
94 Are you considering leaving your organization within the next year, and if so, why?	77%	4%	12%	4%	4%			
	14,637	766	2,239	691	717	19,050		
	Within 1 yr	Between 1 & 3 yrs	Between 3 & 5 yrs	5 or more yrs	Total			
95 I am planning to retire:	3%	6%	7%	84%				
	478	1,219	1,267	15,867	18,831			

Respondent Characteristics and Agency-Specific Item

	Heterosexual or Straight	Gay, Lesbian, Bisexual, or Transgender	I Prefer Not to Say	Total
96 Self-Identify as:	84%	3%	13%	17,927
	15,094	559	2,274	

	Yes	No	Total
97 Have you ever served on Active Duty in the US Armed Forces (Air Force, Army, Coast Guard, Marine Corps or Navy)?	13%	87%	19,004
	2,440	16,564	

	Yes	No	Total
98 Are you an individual with a disability?	6%	94%	18,987
	1,173	17,814	

Agency-Specific Item

	Yes	No			Total
		I would rather not have one	I would rather have one	I am not sure what an IDP is	
99 Do you currently have an Individual Development Plan (IDP) approved by your supervisor?	27%	22%	14%	38%	18,976
	4,834	3,925	2,440	7,777	

Notes:

- The sum of percentages may not add to 100 due to rounding.