

**2009 Annual Employee Survey Results for
National Endowment for the Arts
Online Survey Conducted October 12-30, 2009
All Respondents**

Surveys Sent: 160

Surveys Returned: 99

Response Rate: 62%

Prescribed Questions: Personal Work Experiences								
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree		Total
1. The people I work with cooperate to get the job done.	Number	46	44	4	5	0		99
	Percentage	46.5%	44.4%	4.0%	5.1%	0.0%		100.0%
2. I am given a real opportunity to improve my skills in my organization.	Number	22	35	18	19	5		99
	Percentage	22.2%	35.4%	18.2%	19.2%	5.1%		100.0%
3. My work gives me a feeling of personal accomplishment.	Number	38	39	14	7	1		99
	Percentage	38.4%	39.4%	14.1%	7.1%	1.0%		100.0%
4. I like the kind of work I do.	Number	37	42	15	5	0		99
	Percentage	37.4%	42.4%	15.2%	5.1%	0.0%		100.0%
5. I have trust and confidence in my supervisor.	Number	41	30	15	8	5		99
	Percentage	41.4%	30.3%	15.2%	8.1%	5.1%		100.0%
Item Text		Very Good	Good	Fair	Poor	Very Poor		Total
6. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	Number	46	23	20	7	3		99
	Percentage	46.5%	23.2%	20.2%	7.1%	3.0%		100.0%

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Prescribed Questions: Recruitment, Development & Retention								
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
7. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	Number	24	57	11	5	1	1	99
	Percentage	24.2%	57.6%	11.1%	5.1%	1.0%	1.0%	100.0%
8. My work unit is able to recruit people with the right skills.	Number	18	43	20	8	5	5	99
	Percentage	18.2%	43.4%	20.2%	8.1%	5.1%	5.1%	100.0%
9. I know how my work relates to the agency's goals and priorities.	Number	51	41	2	3	2	0	99
	Percentage	51.5%	41.4%	2.0%	3.0%	2.0%	0.0%	100.0%
10. The work I do is important.	Number	55	36	4	1	3	0	99
	Percentage	55.6%	36.4%	4.0%	1.0%	3.0%	0.0%	100.0%
11. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	Number	8	25	15	27	24	0	99
	Percentage	8.1%	25.3%	15.2%	27.3%	24.2%	0.0%	100.0%
12. Supervisors/team leaders in my work unit support employee development.	Number	23	43	14	10	8	1	99
	Percentage	23.2%	43.4%	14.1%	10.1%	8.1%	1.0%	100.0%
13. My talents are used well in the workplace.	Number	26	41	13	11	8	0	99
	Percentage	26.3%	41.4%	13.1%	11.1%	8.1%	0.0%	100.0%
14. My training needs are assessed.	Number	14	32	20	20	12	1	99
	Percentage	14.1%	32.3%	20.2%	20.2%	12.1%	1.0%	100.0%

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Prescribed Questions: Performance Culture								
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
15. Promotions in my work unit are based on merit.	Number	12	21	31	14	15	6	99
	Percentage	12.1%	21.2%	31.3%	14.1%	15.2%	6.1%	100.0%
16. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	Number	4	27	20	19	17	12	99
	Percentage	4.0%	27.3%	20.2%	19.2%	17.2%	12.1%	100.0%
17. Creativity and innovation are rewarded.	Number	13	33	29	12	8	4	99
	Percentage	13.1%	33.3%	29.3%	12.1%	8.1%	4.0%	100.0%
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	No Basis to Judge	Total
18. In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (e.g., Fully Successful, Outstanding).	Number	27	42	10	7	8	5	99
	Percentage	27.3%	42.4%	10.1%	7.1%	8.1%	5.1%	100.0%
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
19. In my work unit, differences in performance are recognized in a meaningful way.	Number	8	26	27	18	12	8	99
	Percentage	8.1%	26.3%	27.3%	18.2%	12.1%	8.1%	100.0%
20. Pay raises depend on how well employees perform their jobs.	Number	5	22	25	18	22	7	99
	Percentage	5.1%	22.2%	25.3%	18.2%	22.2%	7.1%	100.0%
21. My performance appraisal is a fair reflection of my performance.	Number	30	45	10	6	6	2	99
	Percentage	30.3%	45.5%	10.1%	6.1%	6.1%	2.0%	100.0%
22. Discussions with my supervisor/ team leader about my performance are worthwhile.	Number	22	43	18	6	6	4	99
	Percentage	22.2%	43.4%	18.2%	6.1%	6.1%	4.0%	100.0%
23. Managers/supervisors/team leaders work well with employees of different backgrounds.	Number	24	49	16	3	3	4	99
	Percentage	24.2%	49.5%	16.2%	3.0%	3.0%	4.0%	100.0%
24. My supervisor supports my need to balance work and family issues.	Number	50	34	10	3	0	2	99
	Percentage	50.5%	34.3%	10.1%	3.0%	0.0%	2.0%	100.0%

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Prescribed Questions: Leadership								
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
25. I have a high level of respect for my organization's senior leaders.	Number	22	36	20	11	6	4	99
	Percentage	22.2%	36.4%	20.2%	11.1%	6.1%	4.0%	100.0%
26. In my organization, leaders generate high levels of motivation and commitment in the workforce.	Number	13	26	31	18	6	5	99
	Percentage	13.1%	26.3%	31.3%	18.2%	6.1%	5.1%	100.0%
27. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	Number	9	43	27	3	4	13	99
	Percentage	9.1%	43.4%	27.3%	3.0%	4.0%	13.1%	100.0%
28. Employees are protected from health and safety hazards on the job.	Number	10	41	17	20	9	2	99
	Percentage	10.1%	41.4%	17.2%	20.2%	9.1%	2.0%	100.0%
29. Employees have a feeling of personal empowerment with respect to work processes.	Number	9	39	21	19	4	7	99
	Percentage	9.1%	39.4%	21.2%	19.2%	4.0%	7.1%	100.0%
30. My workload is reasonable.	Number	14	57	12	13	3	0	99
	Percentage	14.1%	57.6%	12.1%	13.1%	3.0%	0.0%	100.0%
31. Managers communicate the goals and priorities of the organization.	Number	11	57	10	12	7	2	99
	Percentage	11.1%	57.6%	10.1%	12.1%	7.1%	2.0%	100.0%
32. My organization has prepared employees for potential security threats.	Number	7	53	24	13	1	1	99
	Percentage	7.1%	53.5%	24.2%	13.1%	1.0%	1.0%	100.0%

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Prescribed Questions: Job Satisfaction								
Item Text		Very Satisfied	Satisfied	Neither	Dis-satisfied	Very Dis-satisfied		Total
33. How satisfied are you with the information you receive from management on what's going on in your organization?	Number	8	41	17	26	7		99
	Percentage	8.1%	41.4%	17.2%	26.3%	7.1%		100.0%
34. How satisfied are you with your involvement in decisions that affect your work?	Number	14	40	23	16	6		99
	Percentage	14.1%	40.4%	23.2%	16.2%	6.1%		100.0%
35. How satisfied are you with your opportunity to get a better job in your organization?	Number	7	18	39	22	13		99
	Percentage	7.1%	18.2%	39.4%	22.2%	13.1%		100.0%
36. How satisfied are you with the recognition you receive for doing a good job?	Number	18	40	21	13	7		99
	Percentage	18.2%	40.4%	21.2%	13.1%	7.1%		100.0%
37. How satisfied are you with the policies and practices of your senior leaders?	Number	13	33	30	15	8		99
	Percentage	13.1%	33.3%	30.3%	15.2%	8.1%		100.0%
38. How satisfied are you with the training you receive for your present job?	Number	9	45	29	11	5		99
	Percentage	9.1%	45.5%	29.3%	11.1%	5.1%		100.0%
39. Considering everything, how satisfied are you with your job?	Number	26	50	10	10	3		99
	Percentage	26.3%	50.5%	10.1%	10.1%	3.0%		100.0%
40. Considering everything, how satisfied are you with your pay?	Number	17	49	15	13	5		99
	Percentage	17.2%	49.5%	15.2%	13.1%	5.1%		100.0%