

**REPORT
OF
2010 ANNUAL EMPLOYEE SURVEY RESULTS
FOR
THE PRESIDIO TRUST**

Introduction

The National Defense Authorization Act for Fiscal Year 2004 (Pub. L. 108-136, November 24, 2003, 117 STAT. 1641) requires federal agencies to conduct an annual survey of their employees to assess employee satisfaction as well as leadership and management practices that contribute to agency performance. Specifically, section 1128 of the Act requires each agency survey to cover—

- Leadership and management practices that contribute to agency performance
- Employee satisfaction with—
 - Leadership policies and practices
 - Work environment
 - Rewards and recognition for professional accomplishment and personal contributions to achieving organizational mission
 - Opportunity for professional development and growth
 - Opportunity to contribute to achieving organizational mission

The law also requires that the United States Office of Personnel Management (OPM) issue regulations prescribing survey questions that should appear in agency surveys. The law additionally requires each agency to make the survey results available to the public and to post the results on their web sites (unless the head of the agency determines that doing so would jeopardize or negatively impact national security).

Under the regulations issued by OPM (5 Code of Federal Regulations, part 250), the posted survey results will include:

- The agency's evaluation of its survey results
- How the survey was conducted
- A description of the employee sample, unless all employees are surveyed
- The survey questions and response choices with the prescribed questions identified
- The number of employees surveyed and the number of survey respondents
- The number of respondents for each survey question and each response choice

The data must be collected by December 31 of each calendar year, and must be posted on the agency's web site and submitted to OPM no later than 120 days after the agency completes survey administration. The results are to remain posted on the agency's web site until replaced by the results from the next year's survey.

Annual survey results will be used by OPM to compare data over time and across agencies. In addition, Trust management will use Trust employee data to assess its own performance, take appropriate management actions, and measure management performance from year to year.

The following survey results for the Presidio Trust are presented in the format developed for this purpose by the Office of Personnel Management.

We have included as Appendix A a comparison of the 40-question Presidio Trust survey results with the 2010 Federal Employee Viewpoint Survey results (formerly the Federal Human Capital Survey). The Federal Employee Viewpoint Survey is an annual study of the federal workforce conducted by the Office of Personnel Management. Although the 2010 Federal Employee Viewpoint Survey contained many more questions than the Presidio Trust's Annual Employee Survey, that survey did include all 40 questions which made up the 2010 Presidio Trust survey. By checking Appendix A of this survey, you can see how the Presidio Trust compares with summary Federal Employee Viewpoint Survey figures for the federal government as a whole, and how the Trust compares with the Department of the Interior. (You can view the entire 2010 Federal Employee Viewpoint Survey at <http://www.fedview.opm.gov/2010/Published> but please note that the survey questions on the OPM website are numbered differently than the identical questions in the Presidio Trust survey.)

The Department of the Interior was chosen as a point of comparison because it is a resource management agency responsible—through the National Park Service—for administering national parklands, and because its workforce has a similar composition to the Presidio Trust workforce. The Presidio Trust is a resource management agency responsible for administering Area B of the Presidio, which is part of the Golden Gate National Recreation Area. Golden Gate National Recreation Area is a unit of the National Park System.

We have also included as Appendix B a comparison of the Presidio Trust 2010 survey with the Presidio Trust's 2009 and 2008 surveys.

1. Interpretation of Results

The 2010 Presidio Trust Annual Employee Survey measured five areas: Personal Work Experience; Recruitment, Development and Retention; Performance Culture; Leadership; and Job Satisfaction. Results for each area are reviewed using the percentage of positive responses (Strongly Agree/Agree; Very Good/Good; Very Satisfied/Satisfied) as a measure of how well the agency is performing.

See the Survey Tables for the full range of responses and exact percentages for each survey item. The results for each major category of the survey are analyzed below:

A. Personal Work Experience

The percentages of positive responses were generally higher in this category than in any other. The percentage of positive responses exceeded 66% for four of the six survey items under this heading. For example, 89.1% of respondents like the work they do, which was an increase from last year;

80.3% agree that the people they work with cooperate to get the job done; 76.2% agree that their work gives them a feeling of personal accomplishment, and 66.3% felt their immediate supervisors/team leaders were doing a good job (up from 64.8% on the prior survey). The 66% threshold was not met for two items, where 62.8% of respondents agreed that they had trust and confidence in their supervisors/team leaders, and 54.4% felt they were given real opportunities to improve their skills.

B. Recruitment, Development and Retention

Results showed that 81.1% of respondents agree that the workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals – higher than the government-wide and the Department of Interior numbers, as well as an increase in positive responses from the two prior Trust surveys. Positive responses increased when compared to last year's survey and compared to the government-wide and Department of the Interior surveys on three additional items: 93.8% of respondents agreed that the work they do is important; 77.1% found that their physical conditions allowed them to perform their jobs well; and 73.8% of respondents agreed that their talents were being used well in the workplace.

C. Performance Culture

The results reflected the greatest improvement in the category addressing performance culture, where six of ten items reflected higher positive response percentages than the previous survey. A very large majority of respondents (88.0%) agree that their supervisors supported their need to balance work and family issues; 76.6% agree that their performance appraisal is a fair reflection of their performance; 70.2% found that discussions with their supervisor or team leader about their performance were worthwhile; and 69.8% of respondents agreed that managers worked well with employees of different backgrounds. All four figures are higher than the government-wide and Department of the Interior numbers for those same items as well as being increases from the Trust's 2009 and 2008 numbers. The results showed slight increases in the positive responses from last year's survey regarding steps taken to deal with a poor performer and in understanding what respondents had to do to be rated at different performance levels in their most recent performance appraisal.

D. Leadership

Positive survey responses for two of the eight items in this category were higher than those for the government-wide average and the Department of the Interior. Almost 82% of employees agreed that they were protected from health and safety hazards on the job (with another 12% having neutral responses), and 66.5% agreed that their workloads were reasonable (while the government-wide figure was 59.1% and the Department of the Interior figure was 50.8%). The numbers still indicate that the agency needs to keep working on increasing the effectiveness of communications with employees in regard to agency and organizational goals and objectives, and in regard to progress toward meeting those goals and objectives. The agency also intends to better publicize the initiatives in place to enhance employee security.

E. Job Satisfaction

Survey responses show that 78.0% of employees are satisfied with their jobs, which is well above the government-wide average of 71.5% and the Department of the Interior's 70.6%. On the other hand, only 48.7% were satisfied with the information they receive from management on what's going on in the organization. That figure is lower than the government-wide satisfaction number of 51.0%, but it is slightly higher than the Department of the Interior satisfaction number of 46.8%.

Trust employees are about as satisfied with the recognition they receive for doing a good job (52.1% positive responses) as Department of the Interior employees (53.0%) and the government as a whole (52.2%). The results show that Presidio Trust employees are more satisfied with their pay (54.2% positive responses) than they were last year.

2. The Presidio Trust Survey—How It Was Conducted

The survey was conducted by regular mail from November 19, 2010 until December 31, 2010. On November 12, 2010 an advance notice of the survey was mailed to all employees. The notice explained the survey's purpose and how the results would be used, urged each employee to participate, and assured employees that it was anonymous. The survey itself was mailed on November 19, 2010. Employees were to return it to the Presidio Trust Human Resources Office in a pre-addressed, prepaid envelope by December 31, 2010. The due date was extended for one week. Follow-up post cards were mailed to employees each week through mid-December reminding them to complete and submit their surveys. Returned surveys were reviewed by the Human Resources Office where each response was manually recorded and tallied on spreadsheets.

3. Description of Sample

The 2010 Annual Employee Survey was not sent to a statistical sample, but to the entire target audience -- all 314 Regular employees. Regular employees are all those full-time and part-time employees who are serving under appointments that have no time limitation.

4. Survey Items and Response Choices

The questions for the Presidio Trust Employee Survey consisted of the 40 questions that all federal agencies were required to ask.

5. Number of Employees Surveyed, Number Responded, and Representativeness of Respondents.

Employees returned 192 surveys of the 314 originally sent out, for a response rate of 61.1%. By way of comparison, the governmentwide response rate for the 2010 Federal Employee Viewpoint Survey was 52%.

Attachments

2010 Presidio Trust Annual Employee Survey Results

Appendix A – Comparison with 2010 Federal Employee Viewpoint Survey

Appendix B – Comparison with 2009 and 2008 Presidio Trust Annual Surveys

**2010 Annual Employee Survey Results
The Presidio Trust**

Surveys Sent: 314

Surveys Returned: 192

Response Rate: 61.1%

Prescribed Questions: Personal Work Experience								
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree		Total
1. The people I work with cooperate to get the job done.	Frequencies	71	83	22	13	3		192
	Percentages	37.0	43.3	11.5	6.8	1.6		100.2
2. I am given a real opportunity to improve my skills in my organization	Frequencies	34	70	43	26	18		191
	Percentages	17.8	36.6	22.5	13.6	9.4		99.9
3. My work gives me a feeling of personal accomplishment	Frequencies	67	88	25	8	4		192
	Percentages	34.9	45.8	13.0	4.2	2.1		100
4. I like the kind of work I do.	Frequencies	87	84	14	3	4		192
	Percentages	45.3	43.8	7.3	1.6	2.1		100.1
5. I have trust and confidence in my supervisor.	Frequencies	55	65	34	23	14		191
	Percentages	28.8	34.0	17.8	12.0	7.3		99.9
6. Overall, how good a job do you feel is being done by your immediate supervisor/team leader.	Frequencies	56	70	39	15	10		190
	Percentages	29.5	36.8	20.5	7.9	5.3		100

*Total percentage may not equal 100% due to rounding. Frequency totals for individual items may be less than 192 because a few respondents did not provide an answer.

**2010 Annual Employee Survey Results
The Presidio Trust**

Surveys Sent: 314

Surveys Returned: 192

Response Rate: 61.1%

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.	Frequencies	40	114	21	10	5	0	190
	Percentages	21.1	60.0	11.1	5.3	2.6	0	100.1
8. My work unit is able to recruit people with the right skills.	Frequencies	39	64	44	23	13	7	190
	Percentages	20.5	33.7	23.2	12.1	6.8	3.7	100
9. I know how my work relates to the agency's goals and priorities.	Frequencies	67	85	26	10	2	1	191
	Percentages	35.1	44.5	13.6	5.2	1.1	0.5	100
10. The work I do is important.	Frequencies	104	76	11	1	0	0	192
	Percentages	54.2	39.6	5.7	0.5	0	0	100
11. Physical conditions (for example, noise, temperature, lighting, cleanliness) allow employees to perform their jobs well.	Frequencies	45	103	23	15	5	1	192
	Percentages	23.4	53.7	12.0	7.8	2.6	0.5	100
12. Supervisor/team leaders in my work unit support employee development	Frequencies	43	79	40	15	14	1	192
	Percentages	22.4	41.2	20.8	7.8	7.3	0.5	100
13. My talents are used well in the workplace.	Frequencies	44	97	21	16	12	1	191
	Percentages	23.0	50.8	11.0	8.4	6.3	0.5	100
14. My training needs are assessed.	Frequencies	23	59	48	34	24	2	190
	Percentages	12.1	31.1	25.3	17.9	12.6	1.1	100.1

*Total percentage may not equal 100% due to rounding. Frequency totals for individual items may be less than 192 because a few respondents did not provide an answer.

**2010 Annual Employee Survey Results
The Presidio Trust**

Surveys Sent: 314

Surveys Returned: 192

Response Rate: 61.1%

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.	Frequencies	14	43	45	38	33	18	191
	Percentages	7.3	22.5	23.6	19.9	17.3	9.4	100
16. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	Frequencies	12	43	46	29	44	17	191
	Percentages	6.3	22.5	24.1	15.2	23.0	8.9	100
17. Creativity and innovation are rewarded	Frequencies	22	45	53	28	39	5	192
	Percentages	11.5	23.4	27.6	14.6	20.3	2.6	100
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).	Frequencies	32	88	34	19	9	6	188
	Percentages	17.0	46.8	18.1	10.1	4.8	3.2	100
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.	Frequencies	15	48	56	36	25	12	192
	Percentages	7.8	25.0	29.2	18.8	13.0	6.3	100.1
20. Pay raises depend on how well employees perform their jobs.	Frequencies	7	28	40	40	52	19	186
	Percentages	3.8	15.1	21.5	21.5	28.0	10.2	100.1
21. My performance appraisal is a fair reflection of my performance.	Frequencies	46	101	23	11	8	3	192
	Percentages	24.0	52.6	12.0	5.7	4.2	1.6	100.1
22. Discussions with my supervisor/team leader about my performance are worthwhile.	Frequencies	40	92	32	15	7	2	188
	Percentages	21.3	48.9	17.0	8.0	3.7	1.1	100
23. Managers/supervisors/team leaders work well with employees of different backgrounds.	Frequencies	43	91	33	8	10	7	192
	Percentages	22.4	47.4	17.2	4.2	5.2	3.7	100.1
24. My supervisor supports my need to balance work and family issues.	Frequencies	88	81	15	2	3	3	192
	Percentages	45.8	42.2	7.8	1.0	1.6	1.6	100

*Total percentage may not equal 100% due to rounding. Frequency totals for individual items may be less than 192 because a few respondents did not provide an answer.

**2010 Annual Employee Survey Results
The Presidio Trust**

Surveys Sent: 314

Surveys Returned: 192

Response Rate: 61.1%

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.	Frequencies	29	64	49	29	20	1	192
	Percentages	15.1	33.3	25.5	15.1	10.4	0.5	99.9
26. In my organization, leaders generate high levels of motivation and commitment in the workforce.	Frequencies	25	47	51	36	28	4	191
	Percentages	13.1	24.6	26.7	18.8	14.7	2.1	100
27. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	Frequencies	26	62	46	23	14	20	191
	Percentages	13.6	32.5	24.1	12.0	7.3	10.5	100
28. Employees are protected from health and safety hazards on the job.	Frequencies	43	114	23	4	2	6	192
	Percentages	22.4	59.4	12.0	2.1	1.0	3.1	100
29. Employees have a feeling of personal empowerment and ownership of work processes.	Frequencies	26	63	54	24	17	7	191
	Percentages	13.6	33.0	28.3	12.6	8.9	3.7	100.1
30. My workload is reasonable.	Frequencies	26	101	30	20	14	0	191
	Percentages	13.6	52.9	15.7	10.5	7.3	0	100
31. Managers communicate the goals and priorities of the organization.	Frequencies	23	68	46	33	18	3	191
	Percentages	12.0	35.6	24.1	17.3	9.4	1.6	100
32. My organization has prepared employees for potential security threats.	Frequencies	28	68	47	26	14	8	191
	Percentages	14.7	35.6	24.6	13.6	7.3	4.2	100

*Total percentage may not equal 100% due to rounding. Frequency totals for individual items may be less than 192 because a few respondents did not provide an answer.

**2010 Annual Employee Survey Results
The Presidio Trust**

Surveys Sent: 314

Surveys Returned: 192

Response Rate: 61.1%

Prescribed Questions: Job Satisfaction								
Item Text		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied		Total
33. How satisfied are you with the information you receive from management on what's going on in your organization?	Frequencies	22	71	44	39	15		191
	Percentages	11.5	37.2	23.0	20.4	7.9		100
34. How satisfied are you with your involvement in decisions that affect your work?	Frequencies	24	70	44	41	13		192
	Percentages	12.5	36.5	22.9	21.4	6.8		100.1
35. How satisfied are you with your opportunity to get a better job in your organization?	Frequencies	18	46	66	33	28		191
	Percentages	9.4	24.1	34.6	17.3	14.7		100.1
36. How satisfied are you with the recognition you receive for doing a good job?	Frequencies	34	66	49	29	14		192
	Percentages	17.7	34.4	25.5	15.1	7.3		100
37. How satisfied are you with the policies and practices of your senior leaders?	Frequencies	19	53	56	45	19		192
	Percentages	9.9	27.6	29.2	23.4	9.9		100
38. How satisfied are you with the training you receive for your present job?	Frequencies	29	67	54	29	12		191
	Percentages	15.2	35.1	28.3	15.2	6.3		100.1
39. Considering everything, how satisfied are you with your job?	Frequencies	56	93	27	12	3		191
	Percentages	29.3	48.7	14.1	6.3	1.6		100
40. Considering everything, how satisfied are you with your pay?	Frequencies	24	80	43	32	13		192
	Percentages	12.5	41.7	22.4	16.7	6.8		100.1

*Total percentage may not equal 100% due to rounding. Frequency totals for individual items may be less than 192 because a few respondents did not provide an answer.

APPENDIX

APPENDIX A
2010 ANNUAL EMPLOYEE SURVEY RESULTS
THE PRESIDIO TRUST

Comparison with 2010 Federal Employee Viewpoint Survey (Governmentwide & Department of the Interior) – Positive Responses

Percentages shown (except those in parentheses) are *positive responses* (Strongly Agree/Agree; Very Good/Good; or Very Satisfied/Satisfied).

Percentages shown in parentheses are *neutral responses* (Neither Agree nor Disagree; Do Not Know; etc.).

Personal Work Experience	Presidio Trust Survey Results 2010	Federal Employee Viewpoint Governmentwide Survey Results 2010	Federal Employee Viewpoint Department of the Interior Survey Results 2010
1. The people I work with cooperate to get the job done.	80.3% (11.5%)	74.7% (13.2%)	72.5% (14.6%)
2. I am given a real opportunity to improve my skills in my organization	54.4% (22.5%)	65.9% (15.9%)	67.4% (14.7%)
3. My work gives me a feeling of personal accomplishment	80.7% (13.0%)	74.6% (13.5%)	75.5% (13.0%)
4. I like the kind of work I do.	89.1% (7.3%)	85.6% (9.6%)	87.7% (8.4%)
5. I have trust and confidence in my supervisor.	62.8% (17.8%)	66.5% (17.1%)	65.5% (16.8%)
6. Overall, how good a job do you feel is being done by your immediate supervisor/team leader.	66.3% (20.5%)	68.4% (19.1%)	66.8% (19.3%)

Percentages shown (except those in parentheses) are *positive responses* (Strongly Agree/Agree; Very Good/Good; or Very Satisfied/Satisfied).

Percentages shown in parentheses are *neutral responses* (Neither Agree nor Disagree; Do Not Know; etc.).

Recruitment, Development & Retention	Presidio Trust Survey Results 2010	Federal Employee Viewpoint Governmentwide Survey Results 2010	Federal Employee Viewpoint Department of the Interior Survey Results 2010
7. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	81.1% (11.1%)	72.5% (16.9%)	70.0% (18.3%)
8. My work unit is able to recruit people with the right skills.	54.2% (26.9%)	45.8% (26.9%)	43.1% (27.0%)
9. I know how my work relates to the agency's goals and priorities.	79.6% (14.1%)	84.4% (10.0%)	83.0% (10.3%)
10. The work I do is important.	93.8% (5.7%)	92.1% (5.7%)	91.2% (6.6%)
11. Physical conditions (for example, noise, temperature, lighting, cleanliness) allow employees to perform their jobs well.	77.1% (12.5%)	67.0% (14.5%)	68.1% (15.0%)
12. Supervisor/team leaders in my work unit support employee development	63.6% (21.3%)	65.9% (18.6%)	66.0% (18.0%)
13. My talents are used well in the workplace.	73.8% (11.5%)	60.5% (16.8%)	60.3% (16.4%)
14. My training needs are assessed.	43.2% (26.4%)	53.8% (23.5%)	48.4% (24.5%)

Percentages shown (except those in parentheses) are *positive responses* (Strongly Agree/Agree; Very Good/Good; or Very Satisfied/Satisfied).

Percentages shown in parentheses are *neutral responses* (Neither Agree nor Disagree; Do Not Know; etc.).

Performance Culture	Presidio Trust Survey Results 2010	Federal Employee Viewpoint Governmentwide Survey Results 2010	Federal Employee Viewpoint Department of the Interior Survey Results 2010
15. Promotions in my work unit are based on merit.	29.8% (33.0%)	35.4% (28.4%)	37.8% (29.0%)
16. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	28.8% (33.0%)	30.8% (27.5%)	28.9% (28.2%)
17. Creativity and innovation are rewarded	34.9% (30.2%)	41.1% (28.9%)	41.9% (28.4%)
18. In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels.	63.8% (21.3%)	67.8% (14.0%)	67.0% (14.8%)
19. In my work unit, differences in performance are recognized in a meaningful way.	32.8% (35.5%)	36.2% (28.7%)	36.7% (28.6%)
20. Pay raises depend on how well employees perform their jobs.	18.9% (31.7%)	26.3% (28.9%)	23.7% (30.9%)
21. My performance appraisal is a fair reflection of my performance.	76.6% (13.6%)	68.4% (14.5%)	66.9% (15.9%)
22. Discussions with my supervisor/team leader about my performance are worthwhile.	70.2% (18.1%)	62.4% (19.2%)	61.9% (19.4%)
23. Managers/supervisors/team leaders work well with employees of different backgrounds.	69.8% (20.9%)	63.5% (22.5%)	58.9% (25.5%)
24. My supervisor supports my need to balance work and family issues.	88.0% (9.4%)	76.2% (12.8%)	79.3% (11.0%)

Percentages shown (except those in parentheses) are *positive responses* (Strongly Agree/Agree; Very Good/Good; or Very Satisfied/Satisfied).

Percentages shown in parentheses are *neutral responses* (Neither Agree nor Disagree; Do Not Know; etc.).

Leadership	Presidio Trust Survey Results 2010	Federal Employee Viewpoint Governmentwide Survey Results 2010	Federal Employee Viewpoint Department of the Interior Survey Results 2010
25. I have a high level of respect for my organization's senior leaders.	48.4% (26.0%)	55.7% (22.8%)	49.1% (26.1%)
26. In my organization, leaders generate high levels of motivation and commitment in the workforce.	37.7% (28.8%)	44.4% (27.0%)	39.1% (28.4%)
27. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	46.1% (34.6%)	63.5% (23.2%)	54.6% (27.2%)
28. Employees are protected from health and safety hazards on the job.	81.8% (15.1%)	76.4% (13.7%)	77.9% (13.7%)
29. Employees have a feeling of personal empowerment and ownership of work processes.	46.6% (32.0%)	47.6% (26.0%)	45.5% (26.6%)
30. My workload is reasonable.	66.5% (15.7%)	59.1% (16.4%)	50.8% (17.8%)
31. Managers communicate the goals and priorities of the organization.	47.6% (25.7%)	64.1% (19.9%)	55.4% (23.0%)
32. My organization has prepared employees for potential security threats.	50.3% (28.8%)	76.3% (14.8%)	63.4% (22.1%)

Percentages shown (except those in parentheses) are *positive responses* (Strongly Agree/Agree; Very Good/Good; or Very Satisfied/Satisfied).

Percentages shown in parentheses are *neutral responses* (Neither Agree nor Disagree; Do Not Know; etc.).

Job Satisfaction	Presidio Trust Survey Results 2010	Federal Employee Viewpoint Governmentwide Survey Results 2010	Federal Employee Viewpoint Department of the Interior Survey Results 2010
33. How satisfied are you with the information you receive from management on what's going on in your organization?	48.7% (23.0%)	51.0% (23.3%)	46.8% (24.7%)
34. How satisfied are you with your involvement in decisions that affect your work?	49.0% (22.9%)	54.8% (23.0%)	54.2% (22.6%)
35. How satisfied are you with your opportunity to get a better job in your organization?	33.5% (34.6%)	41.7% (27.0%)	40.1% (29.2%)
36. How satisfied are you with the recognition you receive for doing a good job?	52.1% (25.5%)	52.2% (21.8%)	53.0% (22.6%)
37. How satisfied are you with the policies and practices of your senior leaders?	37.5% (29.2%)	45.0% (28.8%)	39.8% (31.5%)
38. How satisfied are you with the training you receive for your present job?	50.3% (28.3%)	55.9% (22.8%)	54.3% (24.2%)
39. Considering everything, how satisfied are you with your job?	78.0% (14.1%)	71.5% (16.4%)	70.6% (16.2%)
40. Considering everything, how satisfied are you with your pay?	54.2% (22.4%)	65.8% (15.7%)	67.2% (15.5%)

APPENDIX B

2010 ANNUAL EMPLOYEE SURVEY RESULTS THE PRESIDIO TRUST

Comparison of 2010 with 2009 and 2008 Presidio Trust Survey Results – Positive Responses

Percentages shown (except those in parentheses) are *positive responses* (Strongly Agree/Agree; Very Good/Good; or Very Satisfied/Satisfied).

Percentages shown in parentheses are *neutral responses* (Neither Agree nor Disagree; Do Not Know; etc.).

Personal Work Experience	Presidio Trust Survey Results 2010	Presidio Trust Survey Results 2009	Presidio Trust Survey Results 2008
1. The people I work with cooperate to get the job done.	80.3% (11.5%)	81.7% (11.9%)	83.5% (10.2%)
2. I am given a real opportunity to improve my skills in my organization	54.4% (22.5%)	54.7% (22.4%)	64.3% (17.0%)
3. My work gives me a feeling of personal accomplishment	80.7% (13.0%)	76.2% (16.5%)	81.8% (10.7%)
4. I like the kind of work I do.	89.1% (7.3%)	87.2% (8.3%)	88.9% (8%)
5. I have trust and confidence in my supervisor.	62.8% (17.8%)	65.0% (13.8%)	72.4% (14.3%)
6. Overall, how good a job do you feel is being done by your immediate supervisor/team leader.	66.3% (20.5%)	64.8% (19.4%)	68.5% (21.6%)

Percentages shown (except those in parentheses) are *positive responses* (Strongly Agree/Agree; Very Good/Good; or Very Satisfied/Satisfied).

Percentages shown in parentheses are *neutral responses* (Neither Agree nor Disagree; Do Not Know; etc.).

Recruitment, Development & Retention	Presidio Trust Survey Results 2010	Presidio Trust Survey Results 2009	Presidio Trust Survey Results 2008
7. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	81.1% (11.1%)	77.4% (13.8%)	78.1% (15.2%)
8. My work unit is able to recruit people with the right skills.	54.2% (26.9%)	60.0% (19.8%)	59.2% (22.6%)
9. I know how my work relates to the agency's goals and priorities.	79.6% (14.1%)	82.5% (11.5%)	86.2% (6.2%)
10. The work I do is important.	93.8% (5.7%)	92.7% (6.4%)	95.1% (3.1%)
11. Physical conditions (for example, noise, temperature, lighting, cleanliness) allow employees to perform their jobs well.	77.1% (12.5%)	76.2% (14.5%)	77.6% (13.5%)
12. Supervisor/team leaders in my work unit support employee development	63.6% (21.3%)	65.6% (17.5%)	72.2% (14.8%)
13. My talents are used well in the workplace.	73.8% (11.5%)	70.5% (17.6%)	74.4% (13.5%)
14. My training needs are assessed.	43.2% (26.4%)	45.4% (29.3%)	52.7% (24.8%)

Percentages shown (except those in parentheses) are *positive responses* (Strongly Agree/Agree; Very Good/Good; or Very Satisfied/Satisfied).

Percentages shown in parentheses are *neutral responses* (Neither Agree nor Disagree; Do Not Know; etc.).

Performance Culture	Presidio Trust Survey Results 2010	Presidio Trust Survey Results 2009	Presidio Trust Survey Results 2008
15. Promotions in my work unit are based on merit.	29.8% (33.0%)	35.4% (34.0%)	37.6% (24.0%)
16. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	28.8% (33.0%)	27.7% (39.2%)	38.5% (21.7%)
17. Creativity and innovation are rewarded	34.9% (30.2%)	39.9% (27.1%)	39.2% (27.9%)
18. In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels.	63.8% (21.3%)	63.6% (22.1%)	67.7% (12.7%)
19. In my work unit, differences in performance are recognized in a meaningful way.	32.8% (35.5%)	37.8% (33.2%)	37.6% (25.7%)
20. Pay raises depend on how well employees perform their jobs.	18.9% (31.7%)	24.8% (32.5%)	25.7% (23.0%)
21. My performance appraisal is a fair reflection of my performance.	76.6% (13.6%)	67.9% (17.9%)	72.6% (11.2%)
22. Discussions with my supervisor/team leader about my performance are worthwhile.	70.2% (18.1%)	65.2% (17.4%)	62.8% (18.8%)
23. Managers/supervisors/team leaders work well with employees of different backgrounds.	69.8% (20.9%)	66.5% (24.8%)	67.7% (16.6%)
24. My supervisor supports my need to balance work and family issues.	88.0% (9.4%)	85.9% (9.1%)	86.9% (8.6%)

Percentages shown (except those in parentheses) are *positive responses* (Strongly Agree/Agree; Very Good/Good; or Very Satisfied/Satisfied).

Percentages shown in parentheses are *neutral responses* (Neither Agree nor Disagree; Do Not Know; etc.).

Leadership	Presidio Trust Survey Results 2010	Presidio Trust Survey Results 2009	Presidio Trust Survey Results 2008
25. I have a high level of respect for my organization's senior leaders.	48.4% (26.0%)	52.3% (23.4%)	55.1% (18.7%)
26. In my organization, leaders generate high levels of motivation and commitment in the workforce.	37.7% (28.8%)	36.8% (34.6%)	39.7% (24.1%)
27. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	46.1% (34.6%)	50.7% (33.5%)	47.8% (29.0%)
28. Employees are protected from health and safety hazards on the job.	81.8% (15.1%)	82.7% (11.9%)	80.9% (11.6%)
29. Employees have a feeling of personal empowerment and ownership of work processes.	46.6% (32.0%)	43.8% (32.3%)	48.7% (25.9%)
30. My workload is reasonable.	66.5% (15.7%)	68.4% (12.4%)	66.7% (13.8%)
31. Managers communicate the goals and priorities of the organization.	47.6% (25.7%)	52.6% (22.6%)	48.5% (23.6%)
32. My organization has prepared employees for potential security threats.	50.3% (28.8%)	47.5% (31.9%)	41.3% (30.7%)

Percentages shown (except those in parentheses) are *positive responses* (Strongly Agree/Agree; Very Good/Good; or Very Satisfied/Satisfied).

Percentages shown in parentheses are *neutral responses* (Neither Agree nor Disagree; Do Not Know; etc.).

Job Satisfaction	Presidio Trust Survey Results 2010	Presidio Trust Survey Results 2009	Presidio Trust Survey Results 2008
33. How satisfied are you with the information you receive from management on what's going on in your organization?	48.7% (23.0%)	49.8% (30.4%)	50.9% (25.9%)
34. How satisfied are you with your involvement in decisions that affect your work?	49.0% (22.9%)	50.6% (26.0%)	48.7% (26.3%)
35. How satisfied are you with your opportunity to get a better job in your organization?	33.5% (34.6%)	37.1% (31.2%)	36.4% (37.3%)
36. How satisfied are you with the recognition you receive for doing a good job?	52.1% (25.5%)	57.6% (18.0%)	57.6% (20.1%)
37. How satisfied are you with the policies and practices of your senior leaders?	37.5% (29.2%)	40.0% (27.0%)	40.4% (30.1%)
38. How satisfied are you with the training you receive for your present job?	50.3% (28.3%)	51.1% (30.6%)	58.4% (25.8%)
39. Considering everything, how satisfied are you with your job?	78.0% (14.1%)	76.2% (16.5%)	78.1% (13.4%)
40. Considering everything, how satisfied are you with your pay?	54.2% (22.4%)	51.4% (21.3%)	50.5% (19.2%)