

National Oceanic & Atmospheric Administration Survey Feedback Action

Jeffrey Key

2002

SIROTA[®]
Consulting

INTERPRETATION OF SURVEY DATA

The first section shows the Dimensions or subject areas (the average percent favorable of the questions grouped in that Dimension). This is followed by the individual questions, grouped by the Dimensions or subject areas:

Overall Satisfaction	Teamwork	Rewards/Recognition
Leadership	Training/Career Development	Fairness and Treatment of Others
Supervision	Innovation	EEO
Customer Focus	Organizational Measures	Additional Experiences
Communication	Use of Resources	Supplementals
Employee Involvement	Work Environment	

Under the Dimension or question text are the groups (your direct reports, your total organization, management, and non-management -- if 5 or more respondents within a group) for which the data are computed: your group plus comparison populations.

RES

This column gives the number of valid responses to the question which is used as the basis for the percentages. Some items have response alternatives like "I Have No Idea" or "Not Applicable." These responses are considered invalid and are subtracted from the total cases before the percentages are calculated. Respondents who did not answer the question are also subtracted out. Percentages are based on only those respondents who expressed an opinion. If the number of valid respondents is very small relative to the total number of respondents, care should be exercised in interpreting the data, as only a small percentage had an opinion about that topic.

- 2002 -			- 1998 -		
%FAV	%NEUT	%UNFAV	%FAV	%NEUT	%UNFAV

Combinations of the original response categories are made for ease of interpretation. In general, favorable is the combination of %1 and %2, except for negatively worded items, in which case disagreement (%2 and %1) is positive. Unfavorable is generally %4 and %5 combined; Neutral is %3. Note, however that questions on a TOO MUCH -- ABOUT RIGHT -- TOO LITTLE scale have the responses summarized for "TOO MUCH" (T/M), "ABOUT RIGHT" (A/R), and "TOO LITTLE" (T/L). An asterisk (*) in the UNFAV, T/M, T/L columns, for example, indicates that 25% or more employees responded unfavorably. To the right of the 2002 data is the corresponding 1998 data for Line/Staff Office and Total NOAA -- comparisons were not possible at lower organizational levels.

Note: In the case that fewer than five employees responded to a question, the line of data for that question has been dropped from the report.



DIMENSION SUMMARY

OVERALL SATISFACTION

			2002				1998				
	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	59	32	9	Total	608	59	32	9	-	-	-
				Non-Mgmt	497	58	33	10	-	-	-
Frances Parmenter Holt	78	22	1	Total	20	78	22	1	-	-	-
Jeffrey Key	71	29	0	Total	5	71	29	0	-	-	-
				Non-Mgmt	5	71	29	0	-	-	-

LEADERSHIP

			2002				1998				
	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	52	29	19	Total	623	52	29	19	-	-	-
				Non-Mgmt	510	51	30	20	-	-	-
Frances Parmenter Holt	68	26	6	Total	22	68	26	6	-	-	-
Jeffrey Key	56	36	7	Total	5	56	36	7	-	-	-
				Non-Mgmt	5	56	36	7	-	-	-

SUPERVISION

			2002				1998					
	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV	
TOTAL NESDIS	70	15	15	Total	664	70	15	15	675	59	21	21
				Non-Mgmt	544	69	15	15	583	59	20	21
Frances Parmenter Holt	96	3	1	Total	22	96	3	1	-	-	-	
Jeffrey Key	94	6	0	Total	5	94	6	0	-	-	-	
				Non-Mgmt	5	94	6	0	-	-	-	

CUSTOMER FOCUS

	%FAV	%NEUT	%UNFAV		2002				1998				
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV	
TOTAL NESDIS	76		16	8	Total	609	76	16	8	682	66	20	14
					Non-Mgmt	491	75	17	8	586	66	20	14
Frances Parmenter Holt	89		10	1	Total	20	89	10	1	-	-	-	-
Jeffrey Key	78		18	4	Total	5	78	18	4	-	-	-	-
					Non-Mgmt	5	78	18	4	-	-	-	-

COMMUNICATION

	%FAV	%NEUT	%UNFAV		2002				1998				
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV	
TOTAL NESDIS	43	28		28	Total	622	43	28	* 28	661	34	28	* 38
					Non-Mgmt	506	42	29	* 30	567	34	29	* 38
Frances Parmenter Holt	55		31	14	Total	22	55	31	14	-	-	-	-
Jeffrey Key	28		40	32	Total	5	28	40	* 32	-	-	-	-
					Non-Mgmt	5	28	40	* 32	-	-	-	-

EMPLOYEE INVOLVEMENT

	%FAV	%NEUT	%UNFAV		2002				1998				
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV	
TOTAL NESDIS	65		19	16	Total	676	65	19	16	694	71	12	17
					Non-Mgmt	552	64	20	17	597	71	13	17
Frances Parmenter Holt	85		11	3	Total	21	85	11	3	-	-	-	-
Jeffrey Key	60		30	10	Total	5	60	30	10	-	-	-	-
					Non-Mgmt	5	60	30	10	-	-	-	-

TEAMWORK

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	74	15	11	Total	655	74	15	11	687	71	16	13
				Non-Mgmt	534	73	16	11	593	70	16	14
Frances Parmenter Holt	88	11	2	Total	22	88	11	2	-	-	-	-
Jeffrey Key	80	16	4	Total	5	80	16	4	-	-	-	-
				Non-Mgmt	5	80	16	4	-	-	-	-

TRAINING/CAREER DEVELOPMENT

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	53	23	24	Total	642	53	23	24	678	51	20	* 29
				Non-Mgmt	525	52	23	* 25	582	51	21	* 29
Frances Parmenter Holt	69	23	9	Total	21	69	23	9	-	-	-	-
Jeffrey Key	48	44	8	Total	5	48	44	8	-	-	-	-
				Non-Mgmt	5	48	44	8	-	-	-	-

INNOVATION

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	63	22	16	Total	655	63	22	16	684	57	20	24
				Non-Mgmt	534	60	23	17	587	56	20	24
Frances Parmenter Holt	78	18	5	Total	21	78	18	5	-	-	-	-
Jeffrey Key	73	13	13	Total	5	73	13	13	-	-	-	-
				Non-Mgmt	5	73	13	13	-	-	-	-

ORGANIZATIONAL MEASURES

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	43	28	29	Total	571	43	28	* 29	551	28	39	* 33
				Non-Mgmt	462	41	29	* 30	469	26	41	* 33
Frances Parmenter Holt	57	24	19	Total	21	57	24	19	-	-	-	-
Jeffrey Key	40	40	20	Total	5	40	40	20	-	-	-	-
				Non-Mgmt	5	40	40	20	-	-	-	-

USE OF RESOURCES

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	35	35	31	Total	565	35	35	* 31	647	43	28	* 28
				Non-Mgmt	457	35	34	* 32	554	43	28	* 29
Frances Parmenter Holt	35	50	15	Total	20	35	50	15	-	-	-	-
Jeffrey Key	20	80	0	Total	5	20	80	0	-	-	-	-
				Non-Mgmt	5	20	80	0	-	-	-	-

WORK ENVIRONMENT

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	66	20	13	Total	654	66	20	13	650	65	19	15
				Non-Mgmt	534	66	20	14	558	64	20	16
Frances Parmenter Holt	75	21	4	Total	20	75	21	4	-	-	-	-
Jeffrey Key	83	13	3	Total	5	83	13	3	-	-	-	-
				Non-Mgmt	5	83	13	3	-	-	-	-

REWARDS/RECOGNITION

					2002				1998			
	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	52	24	23	Total	646	52	24	23	674	50	21	* 30
				Non-Mgmt	527	50	26	24	578	49	22	* 30
Frances Parmenter Holt	80	16	4	Total	21	80	16	4	-	-	-	-
Jeffrey Key	80	17	3	Total	5	80	17	3	-	-	-	-
				Non-Mgmt	5	80	17	3	-	-	-	-

FAIRNESS AND TREATMENT OF OTHERS

					2002				1998			
	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	57	24	18	Total	609	57	24	18	597	49	26	* 25
				Non-Mgmt	496	56	25	19	512	48	27	* 25
Frances Parmenter Holt	92	7	1	Total	21	92	7	1	-	-	-	-
Jeffrey Key	89	11	0	Total	5	89	11	0	-	-	-	-
				Non-Mgmt	5	89	11	0	-	-	-	-

EEO

					2002				1998			
	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	58	16	26	Total	475	58	16	* 26	644	69	18	13
				Non-Mgmt	388	57	17	* 26	554	68	19	13
Frances Parmenter Holt	85	12	3	Total	19	85	12	3	-	-	-	-
Jeffrey Key	73	13	13	Total	5	73	13	13	-	-	-	-
				Non-Mgmt	5	73	13	13	-	-	-	-

ADDITIONAL EXPERIENCES

		2002				1998						
	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	50	27	23	Total	625	50	27	23	661	63	21	16
				Non-Mgmt	509	48	28	24	569	62	22	16
Frances Parmenter Holt	61	30	9	Total	20	61	30	9	-	-	-	-
Jeffrey Key	40	55	5	Total	5	40	55	5	-	-	-	-
				Non-Mgmt	5	40	55	5	-	-	-	-

Supplementals

		2002						
	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	53	27	21	Total	672	53	27	21
				Non-Mgmt	552	50	28	21
Frances Parmenter Holt	91	9	0	Total	22	91	9	0
Jeffrey Key	80	20	0	Total	5	80	20	0
				Non-Mgmt	5	80	20	0

ITEM DETAIL

OVERALL SATISFACTION

Q.1 Overall, how would you rate NOAA as an organization to work for, compared with other organizations you know about?

1=One of the best organizations to work 2=Above average 3=Average 4=Below average 5=One of the worst

		2002				1998						
	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	64		31	5	Total	681	64	31	5	-	-	-
					Non-Mgmt	555	64	31	5	-	-	-
Frances Parmenter Holt	86		14	0	Total	22	86	14	0	-	-	-
Jeffrey Key	60		40	0	Total	5	60	40	0	-	-	-
					Non-Mgmt	5	60	40	0	-	-	-

Q.34 Agree or disagree: I feel proud to work for NOAA

1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

		2002				1998						
	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	86		11	3	Total	681	86	11	3	-	-	-
					Non-Mgmt	558	85	12	3	-	-	-
Frances Parmenter Holt	95		5	0	Total	22	95	5	0	-	-	-
Jeffrey Key	100			0	Total	5	100	0	0	-	-	-
					Non-Mgmt	5	100	0	0	-	-	-

Q.54 Agree or disagree: I feel proud to work for my NOAA Line/Staff Office

1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

		2002				1998						
	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	68		22	9	Total	664	68	22	9	-	-	-
					Non-Mgmt	541	68	23	9	-	-	-
Frances Parmenter Holt	86		14	0	Total	21	86	14	0	-	-	-
Jeffrey Key	100			0	Total	5	100	0	0	-	-	-
					Non-Mgmt	5	100	0	0	-	-	-

OVERALL SATISFACTION (Cont.)

Q.84 Since the last SFA in 1998, to what extent have things changed (for example, communications, awards, recognition, trust, morale, etc.) in your workgroup?

1=Much Better Now 2=Better Now 3=About the Same 4=Worse Now 5=Much Worse Now

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	29	57	14	Total	459	29	57	14	-	-	-	-
				Non-Mgmt	380	26	58	16	-	-	-	-
Frances Parmenter Holt	50	50	0	Total	18	50	50	0	-	-	-	-
Jeffrey Key	40	60	0	Total	5	40	60	0	-	-	-	-
				Non-Mgmt	5	40	60	0	-	-	-	-

Q.85 Since the last SFA in 1998, to what extent have things changed (for example, communications, awards, recognition, trust, morale, etc.) in NOAA overall?

1=Much Better Now 2=Better Now 3=About the Same 4=Worse Now 5=Much Worse Now

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	32	60	9	Total	399	32	60	9	-	-	-	-
				Non-Mgmt	321	31	60	8	-	-	-	-
Frances Parmenter Holt	50	50	0	Total	16	50	50	0	-	-	-	-
Jeffrey Key	20	80	0	Total	5	20	80	0	-	-	-	-
				Non-Mgmt	5	20	80	0	-	-	-	-

Q.125 Considering everything, how would you rate your overall satisfaction with NOAA at the present time?

1=Very Satisfied 2=Satisfied 3=Neither Satisfied Nor Dissatisfied 4=Dissatisfied 5=Very Dissatisfied

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	74	18	8	Total	686	74	18	8	-	-	-	-
				Non-Mgmt	561	73	19	8	-	-	-	-
Frances Parmenter Holt	95	5	0	Total	22	95	5	0	-	-	-	-
Jeffrey Key	100	0	0	Total	5	100	0	0	-	-	-	-
				Non-Mgmt	5	100	0	0	-	-	-	-

OVERALL SATISFACTION (Cont.)

Q.126 Considering everything, how would you rate your overall satisfaction with your NOAA Line/Staff Office at the present time?

1=Very Satisfied 2=Satisfied 3=Neither Satisfied Nor Dissatisfied 4=Dissatisfied 5=Very Dissatisfied

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	59	24	18	Total	685	59	24	18	-	-	-	-
				Non-Mgmt	560	57	25	18	-	-	-	-
Frances Parmenter Holt	82	14	5	Total	22	82	14	5	-	-	-	-
Jeffrey Key	80	20	0	Total	5	80	20	0	-	-	-	-
				Non-Mgmt	5	80	20	0	-	-	-	-

Q.127 How long do you expect to continue working for NOAA?

1=Less than 1 Year 2=1 - 2 Years 3=3 - 5 Years 4=More than 5 Years

		2002					1998				
		# RES	%1	%2	%3	%4	# RES	%1	%2	%3	%4
TOTAL NESDIS	Total	678	6	11	26	57	-	-	-	-	-
	Non-Mgmt	554	6	12	24	58	-	-	-	-	-
Frances Parmenter Holt	Total	22	0	9	32	59	-	-	-	-	-
Jeffrey Key	Total	5	0	0	40	60	-	-	-	-	-
	Non-Mgmt	5	0	0	40	60	-	-	-	-	-

Q.128 Listed below are various reasons that employees give for leaving an organization. Please indicate which one of these factors would probably be the most important in your decision to leave (even though you may not be planning to leave at this time)

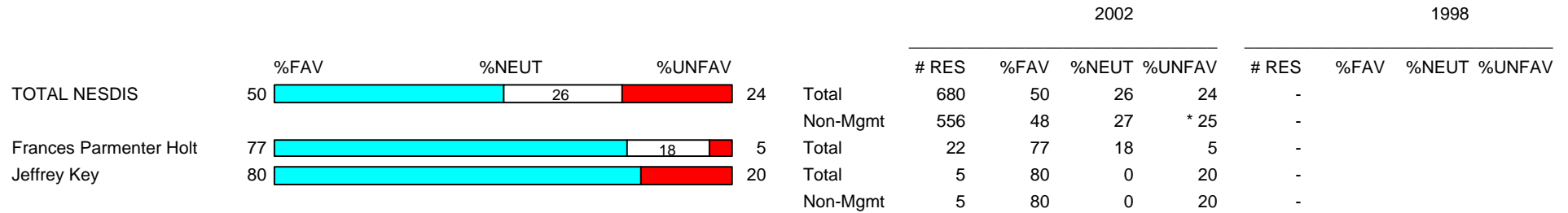
1=Personal 2=Move to another geographical area 3=Job Itself 4=Management 5=Obstacles to getting the work done 6=Compensation 7=Advancement 8=Lack of awards/recognition 9=Workload 10=Concern about layoff or dismissal 11=Lack of equal treatment/opportunity 12=Other

		2002												
		# RES	%1	%2	%3	%4	%5	%6	%7	%8	%9	%10	%11	%12
TOTAL NESDIS	Total	687	37	5	8	10	3	9	13	1	3	2	3	6
	Non-Mgmt	561	35	6	8	10	3	9	14	1	3	3	3	6
Frances Parmenter Holt	Total	22	45	5	14	5	5	5	9	0	14	0	0	0
Jeffrey Key	Total	5	40	20	20	0	20	0	0	0	0	0	0	0
	Non-Mgmt	5	40	20	20	0	20	0	0	0	0	0	0	0

LEADERSHIP

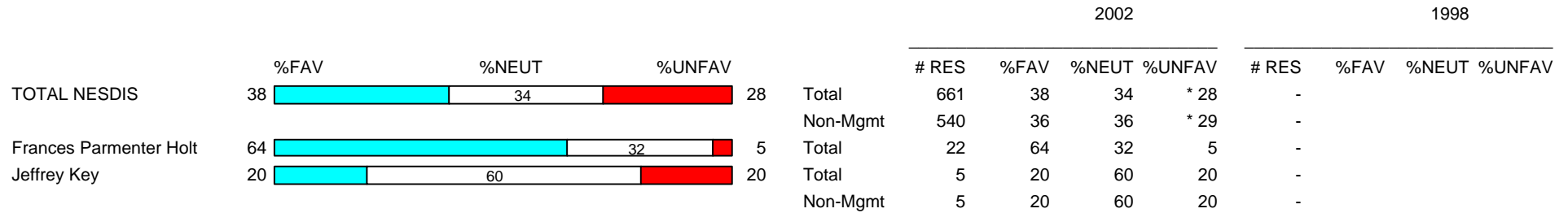
Q.5 How would you rate the effort made by management to get the ideas and opinions of employees like you?

1=Very Good 2=Good 3=So-So 4=Poor 5=Very Poor



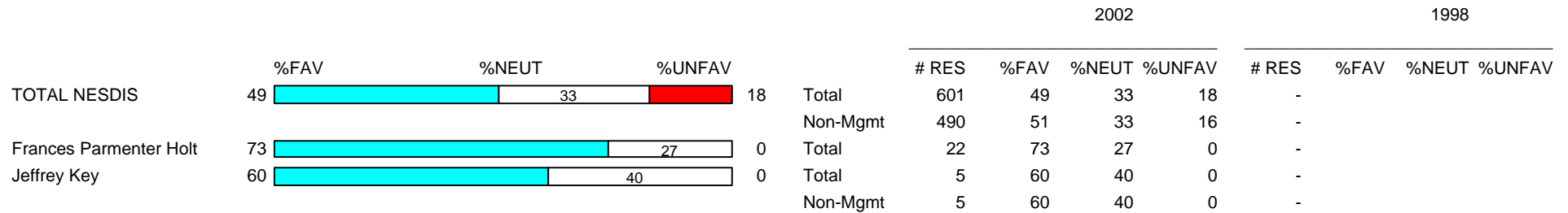
Q.6 How would you rate the extent to which management takes action on employee ideas and opinions?

1=Very Good 2=Good 3=So-So 4=Poor 5=Very Poor



Q.30 How would you rate NOAA on having an effective organization structure?

1=Very Good 2=Good 3=So-So 4=Poor 5=Very Poor



LEADERSHIP (Cont.)

Q.31 How would you rate NOAA on having effective 'leadership' (knows what it wants to do, instills confidence in employees, stimulates employees to do the best they can)?

1=Very Good 2=Good 3=So-So 4=Poor 5=Very Poor

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	44	33	23	Total	630	44	33	23	-	-	-	-
				Non-Mgmt	517	43	34	23	-	-	-	-
Frances Parmenter Holt	73	23	5	Total	22	73	23	5	-	-	-	-
Jeffrey Key	80	20	0	Total	5	80	20	0	-	-	-	-
				Non-Mgmt	5	80	20	0	-	-	-	-

Q.32 How would you rate NOAA on, all in all, being an effectively managed and well-run organization?

1=Very Good 2=Good 3=So-So 4=Poor 5=Very Poor

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	47	34	19	Total	634	47	34	19	-	-	-	-
				Non-Mgmt	519	48	34	19	-	-	-	-
Frances Parmenter Holt	77	23	0	Total	22	77	23	0	-	-	-	-
Jeffrey Key	60	40	0	Total	5	60	40	0	-	-	-	-
				Non-Mgmt	5	60	40	0	-	-	-	-

Q.33 Agree or disagree: I have confidence in the future of NOAA

1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	79	15	6	Total	678	79	15	6	-	-	-	-
				Non-Mgmt	555	78	16	6	-	-	-	-
Frances Parmenter Holt	86	14	0	Total	22	86	14	0	-	-	-	-
Jeffrey Key	80	20	0	Total	5	80	20	0	-	-	-	-
				Non-Mgmt	5	80	20	0	-	-	-	-

LEADERSHIP (Cont.)

Q.35 Agree or disagree: NOAA has a well-defined corporate culture (a clear set of values, a clear style of management, etc.)

1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

		2002				1998						
	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	45	31	23	Total	614	45	31	23	-			
				Non-Mgmt	506	45	32	23	-			
Frances Parmenter Holt	41	55	5	Total	22	41	55	5	-			
Jeffrey Key	20	80	0	Total	5	20	80	0	-			
				Non-Mgmt	5	20	80	0	-			

Q.36 Agree or disagree: The upper management of my NOAA Line/Staff Office does a good job at making me feel a part of NOAA corporate culture

1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

		2002				1998						
	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	37	32	31	Total	639	37	32	* 31	-			
				Non-Mgmt	525	36	32	* 32	-			
Frances Parmenter Holt	55	36	9	Total	22	55	36	9	-			
Jeffrey Key	60	40	0	Total	5	60	40	0	-			
				Non-Mgmt	5	60	40	0	-			

Q.37 Agree or disagree: I understand the relationships between the NOAA Line/Staff Offices

1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

		2002				1998						
	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	52	24	24	Total	620	52	24	24	-			
				Non-Mgmt	507	50	25	* 25	-			
Frances Parmenter Holt	50	18	32	Total	22	50	18	* 32	-			
Jeffrey Key	60	20	20	Total	5	60	20	20	-			
				Non-Mgmt	5	60	20	20	-			

LEADERSHIP (Cont.)

Q.38 Agree or disagree: NOAA upper management helps the NOAA Line/Staff Offices be more productive
 1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

		2002				1998					
	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	27	44	29	Total 522	27	44	* 29	-			
				Non-Mgmt 425	27	45	* 28	-			
Frances Parmenter Holt	27	68	5	Total 22	27	68	5	-			
Jeffrey Key	20	80	0	Total 5	20	80	0	-			
				Non-Mgmt 5	20	80	0	-			

Q.39 How would you rate your NOAA Line/Staff Office on striving for excellence in all aspects of its business?
 1=Very Good 2=Good 3=So-So 4=Poor 5=Very Poor

		2002				1998					
	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	65	27	8	Total 652	65	27	8	-			
				Non-Mgmt 535	64	29	8	-			
Frances Parmenter Holt	77	23	0	Total 22	77	23	0	-			
Jeffrey Key	60	40	0	Total 5	60	40	0	-			
				Non-Mgmt 5	60	40	0	-			

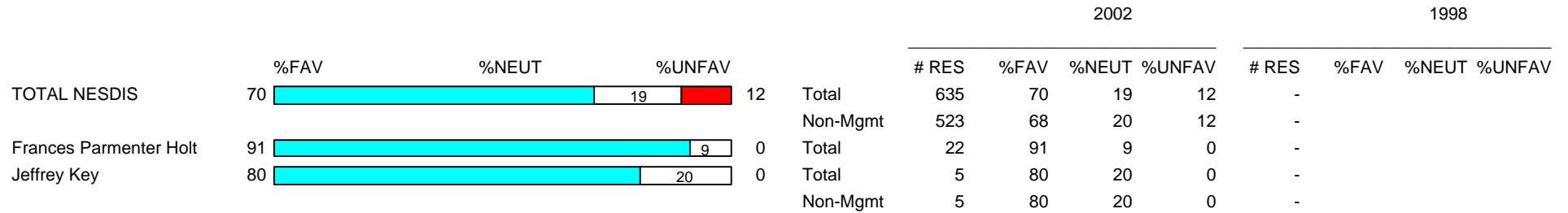
Q.40 How would you rate your NOAA Line/Staff Office on having a professionally competent workforce?
 1=Very Good 2=Good 3=So-So 4=Poor 5=Very Poor

		2002				1998					
	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	70	23	8	Total 662	70	23	8	-			
				Non-Mgmt 542	69	23	9	-			
Frances Parmenter Holt	77	18	5	Total 22	77	18	5	-			
Jeffrey Key	40	40	20	Total 5	40	40	20	-			
				Non-Mgmt 5	40	40	20	-			

LEADERSHIP (Cont.)

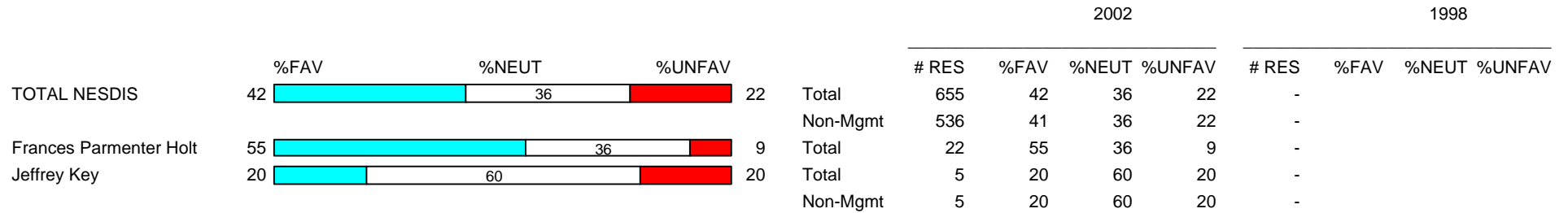
Q.41 How would you rate your NOAA Line/Staff Office on being ethical?

1=Very Good 2=Good 3=So-So 4=Poor 5=Very Poor



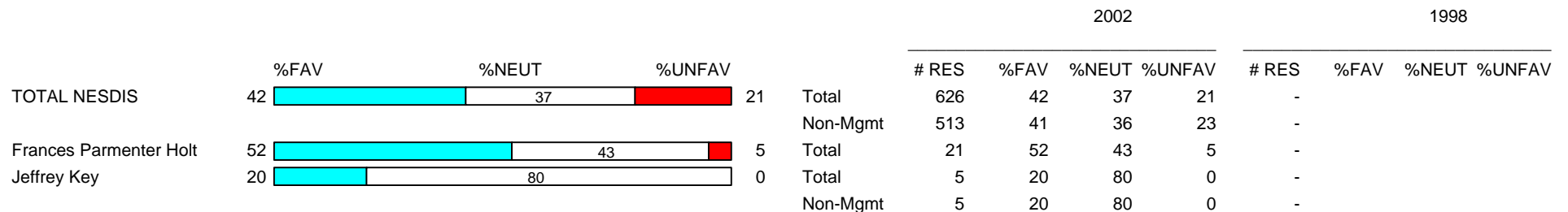
Q.42 How would you rate your NOAA Line/Staff Office on having a clear sense of direction and effective planning?

1=Very Good 2=Good 3=So-So 4=Poor 5=Very Poor



Q.43 How would you rate your NOAA Line/Staff Office on having a clear corporate 'culture' (a clear set of values, a clear style of management, etc.)?

1=Very Good 2=Good 3=So-So 4=Poor 5=Very Poor



LEADERSHIP (Cont.)

Q.44 How would you rate your NOAA Line/Staff Office on having a minimum of 'corporate politics' (favoritism, advancement based on 'looking good', etc.)?

1=Very Good 2=Good 3=So-So 4=Poor 5=Very Poor

	%FAV	%NEUT	%UNFAV	2002				1998				
				# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV	
TOTAL NESDIS	30	33	36	Total	603	30	33	* 36	-	-	-	-
				Non-Mgmt	495	31	34	* 36	-	-	-	-
Frances Parmenter Holt	10	38	52	Total	21	10	38	* 52	-	-	-	-
Jeffrey Key	20	20	60	Total	5	20	20	* 60	-	-	-	-
				Non-Mgmt	5	20	20	* 60	-	-	-	-

Q.45 How would you rate your NOAA Line/Staff Office on having an effective organization structure?

1=Very Good 2=Good 3=So-So 4=Poor 5=Very Poor

	%FAV	%NEUT	%UNFAV	2002				1998				
				# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV	
TOTAL NESDIS	47	34	19	Total	622	47	34	19	-	-	-	-
				Non-Mgmt	508	47	33	19	-	-	-	-
Frances Parmenter Holt	77	23	0	Total	22	77	23	0	-	-	-	-
Jeffrey Key	60	40	0	Total	5	60	40	0	-	-	-	-
				Non-Mgmt	5	60	40	0	-	-	-	-

Q.46 How would you rate your NOAA Line/Staff Office on doing its work efficiently (that is, at low cost for the amount accomplished)?

1=Very Good 2=Good 3=So-So 4=Poor 5=Very Poor

	%FAV	%NEUT	%UNFAV	2002				1998				
				# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV	
TOTAL NESDIS	50	30	19	Total	611	50	30	19	-	-	-	-
				Non-Mgmt	498	49	31	20	-	-	-	-
Frances Parmenter Holt	76	19	5	Total	21	76	19	5	-	-	-	-
Jeffrey Key	60	40	0	Total	5	60	40	0	-	-	-	-
				Non-Mgmt	5	60	40	0	-	-	-	-

LEADERSHIP (Cont.)

Q.47 How would you rate your NOAA Line/Staff Office on being innovative (seeking to develop and use new ideas, services, operating methods, etc.)?

1=Very Good 2=Good 3=So-So 4=Poor 5=Very Poor

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	55	29	16	Total	637	55	29	16	-	-	-	-
				Non-Mgmt	518	54	29	17	-	-	-	-
Frances Parmenter Holt	77	18	5	Total	22	77	18	5	-	-	-	-
Jeffrey Key	60	40	0	Total	5	60	40	0	-	-	-	-
				Non-Mgmt	5	60	40	0	-	-	-	-

Q.48 How would you rate your NOAA Line/Staff Office on providing adequate computer systems (including work stations, machine time and software)?

1=Very Good 2=Good 3=So-So 4=Poor 5=Very Poor

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	71	16	13	Total	674	71	16	13	-	-	-	-
				Non-Mgmt	551	69	17	14	-	-	-	-
Frances Parmenter Holt	91	5	5	Total	22	91	5	5	-	-	-	-
Jeffrey Key	80	0	20	Total	5	80	0	20	-	-	-	-
				Non-Mgmt	5	80	0	20	-	-	-	-

Q.49 How would you rate your NOAA Line/Staff Office on attracting the best employees?

1=Very Good 2=Good 3=So-So 4=Poor 5=Very Poor

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	44	40	16	Total	625	44	40	16	-	-	-	-
				Non-Mgmt	509	44	39	17	-	-	-	-
Frances Parmenter Holt	67	29	5	Total	21	67	29	5	-	-	-	-
Jeffrey Key	60	20	20	Total	5	60	20	20	-	-	-	-
				Non-Mgmt	5	60	20	20	-	-	-	-

LEADERSHIP (Cont.)

Q.50 How would you rate your NOAA Line/Staff Office on retaining the best employees?

1=Very Good 2=Good 3=So-So 4=Poor 5=Very Poor

					2002				1998			
	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	43	35	22	Total	613	43	35	22	-	-	-	-
				Non-Mgmt	499	42	34	24	-	-	-	-
Frances Parmenter Holt	77	23	0	Total	22	77	23	0	-	-	-	-
Jeffrey Key	80	20	0	Total	5	80	20	0	-	-	-	-
				Non-Mgmt	5	80	20	0	-	-	-	-

Q.51 How would you rate your NOAA Line/Staff Office on having effective 'leadership' (knows what it wants to do, instills confidence in employees, stimulates employees to do the best they can)?

1=Very Good 2=Good 3=So-So 4=Poor 5=Very Poor

					2002				1998			
	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	40	33	28	Total	655	40	33	* 28	-	-	-	-
				Non-Mgmt	538	38	34	* 28	-	-	-	-
Frances Parmenter Holt	67	29	5	Total	21	67	29	5	-	-	-	-
Jeffrey Key	60	40	0	Total	5	60	40	0	-	-	-	-
				Non-Mgmt	5	60	40	0	-	-	-	-

Q.52 How would you rate your NOAA Line/Staff Office on, all in all, being an effectively managed and well-run organization?

1=Very Good 2=Good 3=So-So 4=Poor 5=Very Poor

					2002				1998			
	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	47	33	20	Total	659	47	33	20	-	-	-	-
				Non-Mgmt	544	45	34	20	-	-	-	-
Frances Parmenter Holt	68	23	9	Total	22	68	23	9	-	-	-	-
Jeffrey Key	60	40	0	Total	5	60	40	0	-	-	-	-
				Non-Mgmt	5	60	40	0	-	-	-	-

LEADERSHIP (Cont.)

Q.53 Agree or disagree: I have confidence in the future of my NOAA Line/Staff Office
 1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

		2002				1998					
	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	62	26	13	Total	659	62	26	13	-	-	-
				Non-Mgmt	538	60	27	12	-	-	-
Frances Parmenter Holt	77	23	0	Total	22	77	23	0	-	-	-
Jeffrey Key	80	20	0	Total	5	80	20	0	-	-	-
				Non-Mgmt	5	80	20	0	-	-	-

Q.56 How would you rate the overall job done by your manager's manager?
 1=Very Good 2=Good 3=So-So 4=Poor 5=Very Poor

		2002				1998					
	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	66	18	16	Total	653	66	18	16	-	-	-
				Non-Mgmt	532	64	20	16	-	-	-
Frances Parmenter Holt	82	18	0	Total	22	82	18	0	-	-	-
Jeffrey Key	80	20	0	Total	5	80	20	0	-	-	-
				Non-Mgmt	5	80	20	0	-	-	-

Q.57 How would you rate the overall job done by the head of your Office/Center?
 1=Very Good 2=Good 3=So-So 4=Poor 5=Very Poor

		2002				1998					
	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	58	22	19	Total	624	58	22	19	-	-	-
				Non-Mgmt	512	57	23	20	-	-	-
Frances Parmenter Holt	81	14	5	Total	21	81	14	5	-	-	-
Jeffrey Key	80	20	0	Total	5	80	20	0	-	-	-
				Non-Mgmt	5	80	20	0	-	-	-

LEADERSHIP (Cont.)

Q.58 How would you rate the overall job done by the Head of your NOAA Line/Staff Office?

1=Very Good 2=Good 3=So-So 4=Poor 5=Very Poor

		2002				1998						
	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	55	28	17	Total	460	55	28	17	-			
				Non-Mgmt	383	54	30	16	-			
Frances Parmenter Holt	83	11	6	Total	18	83	11	6	-			
Jeffrey Key				Total	-				-			
				Non-Mgmt	-				-			

Q.59 How would you rate the overall job done by top management of NOAA (the NOAA Administrator (Under Secretary for Oceans and Atmospheres) and the Deputy Under Secretary)?

1=Very Good 2=Good 3=So-So 4=Poor 5=Very Poor

		2002				1998						
	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	71	21	8	Total	456	71	21	8	-			
				Non-Mgmt	369	69	22	8	-			
Frances Parmenter Holt	74	26	0	Total	19	74	26	0	-			
Jeffrey Key	40	60	0	Total	5	40	60	0	-			
				Non-Mgmt	5	40	60	0	-			

SUPERVISION

Q.13 Agree or disagree: My last performance appraisal was on schedule

1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

		2002				1998						
	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	81	7	12	Total	624	81	7	12	-			
				Non-Mgmt	511	81	8	11	-			
Frances Parmenter Holt	100	0	0	Total	22	100	0	0	-			
Jeffrey Key	100	0	0	Total	5	100	0	0	-			
				Non-Mgmt	5	100	0	0	-			

SUPERVISION (Cont.)

Q.14 Agree or disagree: My last performance appraisal was helpful in identifying areas where I can improve my performance

1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	48	28	24	Total	620	48	28	24	661	48	25	* 27
				Non-Mgmt	509	48	28	24	571	48	25	* 27
Frances Parmenter Holt	86	10	5	Total	21	86	10	5	-	-	-	-
Jeffrey Key	80	20	0	Total	5	80	20	0	-	-	-	-
				Non-Mgmt	5	80	20	0	-	-	-	-

Q.55 How would you rate the overall job done by your immediate supervisor?

1=Very Good 2=Good 3=So-So 4=Poor 5=Very Poor

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	74	15	11	Total	682	74	15	11	-	-	-	-
				Non-Mgmt	558	74	14	12	-	-	-	-
Frances Parmenter Holt	100	0	0	Total	22	100	0	0	-	-	-	-
Jeffrey Key	100	0	0	Total	5	100	0	0	-	-	-	-
				Non-Mgmt	5	100	0	0	-	-	-	-

Q.61 Agree or disagree: My immediate supervisor is a technically competent professional (knows the job)

1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	84	9	8	Total	683	84	9	8	-	-	-	-
				Non-Mgmt	559	83	9	8	-	-	-	-
Frances Parmenter Holt	100	0	0	Total	22	100	0	0	-	-	-	-
Jeffrey Key	100	0	0	Total	5	100	0	0	-	-	-	-
				Non-Mgmt	5	100	0	0	-	-	-	-

SUPERVISION (Cont.)

Q.62 Agree or disagree: My immediate supervisor is competent in 'human relations' (dealing with the people who work for him/her)
 1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	69	13	18	Total	685	69	13	18	-	-	-	-
				Non-Mgmt	563	69	13	18	-	-	-	-
Frances Parmenter Holt	86	14	0	Total	22	86	14	0	-	-	-	-
Jeffrey Key	80	20	0	Total	5	80	20	0	-	-	-	-
				Non-Mgmt	5	80	20	0	-	-	-	-

Q.65 Agree or disagree: My immediate supervisor provides me with sufficient, timely, constructive feedback to improve my job performance
 1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	64	18	18	Total	672	64	18	18	683	52	24	24
				Non-Mgmt	553	64	18	18	589	52	24	24
Frances Parmenter Holt	95	5	0	Total	22	95	5	0	-	-	-	-
Jeffrey Key	80	20	0	Total	5	80	20	0	-	-	-	-
				Non-Mgmt	5	80	20	0	-	-	-	-

Q.66 Agree or disagree: My immediate supervisor communicates clearly what is expected of me in terms of job performance
 1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	67	17	16	Total	682	67	17	16	688	60	19	21
				Non-Mgmt	559	67	16	17	595	61	18	21
Frances Parmenter Holt	100	0	0	Total	22	100	0	0	-	-	-	-
Jeffrey Key	100	0	0	Total	5	100	0	0	-	-	-	-
				Non-Mgmt	5	100	0	0	-	-	-	-

SUPERVISION (Cont.)

Q.68 Agree or disagree: I am comfortable discussing my needs and concerns with my immediate supervisor

1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

	%FAV	%NEUT	%UNFAV		2002				1998				
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV	
TOTAL NESDIS	71		14	15	Total	679	71	14	15	689	69	15	17
					Non-Mgmt	558	69	15	15	595	68	15	17
Frances Parmenter Holt	100			0	Total	22	100	0	0	-	-	-	-
Jeffrey Key	100			0	Total	5	100	0	0	-	-	-	-
					Non-Mgmt	5	100	0	0	-	-	-	-

Q.69 Agree or disagree: My immediate supervisor follows through on her/his commitments

1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

	%FAV	%NEUT	%UNFAV		2002				1998				
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV	
TOTAL NESDIS	70		16	14	Total	664	70	16	14	672	62	20	17
					Non-Mgmt	541	70	16	14	580	62	20	17
Frances Parmenter Holt	100			0	Total	22	100	0	0	-	-	-	-
Jeffrey Key	100			0	Total	5	100	0	0	-	-	-	-
					Non-Mgmt	5	100	0	0	-	-	-	-

Q.70 Agree or disagree: I can depend on my immediate supervisor to support me in the face of opposition

1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

	%FAV	%NEUT	%UNFAV		2002				1998				
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV	
TOTAL NESDIS	69		16	16	Total	645	69	16	16	656	61	20	19
					Non-Mgmt	527	69	15	16	567	61	20	20
Frances Parmenter Holt	95		5	0	Total	20	95	5	0	-	-	-	-
Jeffrey Key	100			0	Total	5	100	0	0	-	-	-	-
					Non-Mgmt	5	100	0	0	-	-	-	-

SUPERVISION (Cont.)

Q.123 How do you feel about the amount of emphasis, where you work, on correcting poor employee performance?

1=Much Too Much 2=Too Much 3>About the Right Amount 4=Too Little 5=Much Too Little

	%T/M	%A/R	%T/L		2002				1998			
					# RES	%T/M	%A/R	%T/L	# RES	%T/M	%A/R	%T/L
TOTAL NESDIS	2	42	56	Total	591	2	42	* 56	-	-	-	-
				Non-Mgmt	473	2	42	* 56	-	-	-	-
Frances Parmenter Holt	0	75	25	Total	20	0	75	* 25	-	-	-	-
Jeffrey Key	0	80	20	Total	5	0	80	20	-	-	-	-
				Non-Mgmt	5	0	80	20	-	-	-	-

CUSTOMER FOCUS

Q.29 How would you rate the performance of NOAA on being customer-focused (seeking to understand and meet customers' needs)?

1=Very Good 2=Good 3=So-So 4=Poor 5=Very Poor

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	77	18	5	Total	604	77	18	5	-	-	-	-
				Non-Mgmt	491	76	19	5	-	-	-	-
Frances Parmenter Holt	76	24	0	Total	21	76	24	0	-	-	-	-
Jeffrey Key	60	40	0	Total	5	60	40	0	-	-	-	-
				Non-Mgmt	5	60	40	0	-	-	-	-

Q.71 Who are the primary customers you serve in your current job?

1=Other NOAA employees 2=Other Department of Commerce clients 3=Other Government Organizations 4=State Agencies
5=Non-Government Organizations 6=The Public 7=Other 8=All of the above 9=Do not know

		2002									
	# RES	%1	%2	%3	%4	%5	%6	%7	%8	%9	
TOTAL NESDIS	Total	690	29	2	7	0	2	9	2	48	2
	Non-Mgmt	562	30	2	7	0	2	10	2	45	3
Frances Parmenter Holt	Total	22	45	0	0	5	5	9	0	32	5
Jeffrey Key	Total	5	40	0	0	20	0	0	0	40	0
	Non-Mgmt	5	40	0	0	20	0	0	0	40	0

CUSTOMER FOCUS (Cont.)

Q.72 Agree or disagree: My immediate supervisor encourages me to provide high quality services/products to other NOAA employees
 1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

	%FAV	%NEUT	%UNFAV		2002				1998				
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV	
TOTAL NESDIS	89		8	3	Total	671	89	8	3	-	-	-	-
					Non-Mgmt	548	89	8	3	-	-	-	-
Frances Parmenter Holt	100			0	Total	21	100	0	0	-	-	-	-
Jeffrey Key	100			0	Total	5	100	0	0	-	-	-	-
					Non-Mgmt	5	100	0	0	-	-	-	-

Q.73 Agree or disagree: I receive good service and support from others in my workgroup on whom I depend to do my job
 1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

	%FAV	%NEUT	%UNFAV		2002				1998				
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV	
TOTAL NESDIS	83		10	7	Total	676	83	10	7	689	67	19	14
					Non-Mgmt	553	83	10	7	592	67	19	14
Frances Parmenter Holt	100			0	Total	21	100	0	0	-	-	-	-
Jeffrey Key	100			0	Total	5	100	0	0	-	-	-	-
					Non-Mgmt	5	100	0	0	-	-	-	-

Q.74 Agree or disagree: I receive good service and support from others in my NOAA Line/Staff Office on whom I depend to do my job
 1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

	%FAV	%NEUT	%UNFAV		2002				1998				
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV	
TOTAL NESDIS	68		21	11	Total	641	68	21	11	689	67	19	14
					Non-Mgmt	521	66	22	12	592	67	19	14
Frances Parmenter Holt	90		10	0	Total	20	90	10	0	-	-	-	-
Jeffrey Key	80		20	0	Total	5	80	20	0	-	-	-	-
					Non-Mgmt	5	80	20	0	-	-	-	-

CUSTOMER FOCUS (Cont.)

Q.75 Agree or disagree: I receive good service and support from others in NOAA overall on whom I depend to do my job

1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	67	24	9	Total	626	67	24	9	689	67	19	14
				Non-Mgmt	508	68	24	8	592	67	19	14
Frances Parmenter Holt	80	20	0	Total	20	80	20	0	-	-	-	-
Jeffrey Key	40	60	0	Total	5	40	60	0	-	-	-	-
				Non-Mgmt	5	40	60	0	-	-	-	-

Q.76 Agree or disagree: I have a good understanding of who my customers are

1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	87	9	4	Total	596	87	9	4	-	-	-	-
				Non-Mgmt	478	85	10	5	-	-	-	-
Frances Parmenter Holt	90	5	5	Total	20	90	5	5	-	-	-	-
Jeffrey Key	60	20	20	Total	5	60	20	20	-	-	-	-
				Non-Mgmt	5	60	20	20	-	-	-	-

Q.77 Agree or disagree: I am rewarded for providing high quality products and/or services to customers

1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	49	29	22	Total	574	49	29	22	-	-	-	-
				Non-Mgmt	460	48	29	24	-	-	-	-
Frances Parmenter Holt	70	30	0	Total	20	70	30	0	-	-	-	-
Jeffrey Key	60	40	0	Total	5	60	40	0	-	-	-	-
				Non-Mgmt	5	60	40	0	-	-	-	-

CUSTOMER FOCUS (Cont.)

Q.78 Agree or disagree: I have a good understanding of my customers' needs and expectations
 1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

		2002				1998						
	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	83		11	6	Total	594	83	11	6	-	-	-
					Non-Mgmt	475	81	12	7	-	-	-
Frances Parmenter Holt	90		5	5	Total	20	90	5	5	-	-	-
Jeffrey Key	80			20	Total	5	80	0	20	-	-	-
					Non-Mgmt	5	80	0	20	-	-	-

Q.79 Agree or disagree: I use suggestions from my customers to improve the quality of the products and/or services that I provide
 1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

		2002				1998						
	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	82		14	4	Total	546	82	14	4	-	-	-
					Non-Mgmt	430	80	15	5	-	-	-
Frances Parmenter Holt	100			0	Total	19	100	0	0	-	-	-
Jeffrey Key	100			0	Total	5	100	0	0	-	-	-
					Non-Mgmt	5	100	0	0	-	-	-

Q.80 Agree or disagree: Products, services, and/or work processes are designed to meet customer needs and expectations
 1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

		2002				1998							
	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV	
TOTAL NESDIS	79		16	5	Total	562	79	16	5	659	63	23	14
					Non-Mgmt	448	77	17	6	567	62	24	14
Frances Parmenter Holt	95		5	0	Total	20	95	5	0	-	-	-	
Jeffrey Key	100			0	Total	5	100	0	0	-	-	-	
					Non-Mgmt	5	100	0	0	-	-	-	

COMMUNICATION

Q.87 Agree or disagree: Management promotes effective communication among different workgroups (for example, about projects, goals, needed resources)

1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

		2002				1998						
	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	46	28	26	Total	666	46	28	* 26	680	33	27	* 40
				Non-Mgmt	545	43	29	* 28	586	33	28	* 39
Frances Parmenter Holt	59	23	18	Total	22	59	23	18	-	-	-	-
Jeffrey Key	20	20	60	Total	5	20	20	* 60	-	-	-	-
				Non-Mgmt	5	20	20	* 60	-	-	-	-

Q.88 Agree or disagree: Management keeps employees informed about the operations of my NOAA Line/Staff Office and about the challenges my NOAA Line/Staff Office faces (for example, budget cuts, redeployment, reorganizations, outsourcing, etc.)

1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

		2002				1998						
	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	51	22	26	Total	653	51	22	* 26	-	-	-	-
				Non-Mgmt	531	50	22	* 28	-	-	-	-
Frances Parmenter Holt	62	24	14	Total	21	62	24	14	-	-	-	-
Jeffrey Key	20	40	40	Total	5	20	40	* 40	-	-	-	-
				Non-Mgmt	5	20	40	* 40	-	-	-	-

Q.89 Agree or disagree: When changes in programs, policies, procedures and personnel are made in my NOAA Line/Staff Office, communications are usually handled well (sufficient notice is given, explanation as to reasons is given, etc.)

1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

		2002				1998						
	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	42	28	30	Total	637	42	28	* 30	641	35	29	* 36
				Non-Mgmt	521	42	28	* 31	548	35	29	* 36
Frances Parmenter Holt	68	18	14	Total	22	68	18	14	-	-	-	-
Jeffrey Key	40	60	0	Total	5	40	60	0	-	-	-	-
				Non-Mgmt	5	40	60	0	-	-	-	-

COMMUNICATION (Cont.)

Q.90 Agree or disagree: There is effective communication between NOAA headquarters and my workgroup

1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

		2002				1998						
	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	35	32	32	Total	559	35	32	* 32	-			
				Non-Mgmt	451	34	33	* 33	-			
Frances Parmenter Holt	36	50	14	Total	22	36	50	14	-			
Jeffrey Key	20	40	40	Total	5	20	40	* 40	-			
				Non-Mgmt	5	20	40	* 40	-			

Q.91 Agree or disagree: There is effective communication between my NOAA Line/Staff Office HQ and my workgroup

1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

		2002				1998						
	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	41	31	27	Total	593	41	31	* 27	-			
				Non-Mgmt	481	40	32	* 28	-			
Frances Parmenter Holt	50	41	9	Total	22	50	41	9	-			
Jeffrey Key	40	40	20	Total	5	40	40	20	-			
				Non-Mgmt	5	40	40	20	-			

EMPLOYEE INVOLVEMENT

Q.7 How would you rate the freedom you have to use your own judgment in getting the job done?

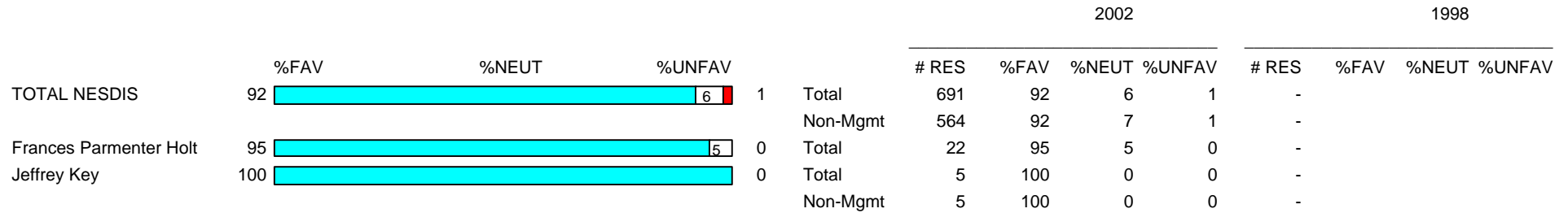
1=Very Good 2=Good 3=So-So 4=Poor 5=Very Poor

		2002				1998						
	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	80	14	6	Total	687	80	14	6	-			
				Non-Mgmt	561	80	14	6	-			
Frances Parmenter Holt	95	5	0	Total	22	95	5	0	-			
Jeffrey Key	80	20	0	Total	5	80	20	0	-			
				Non-Mgmt	5	80	20	0	-			

TEAMWORK

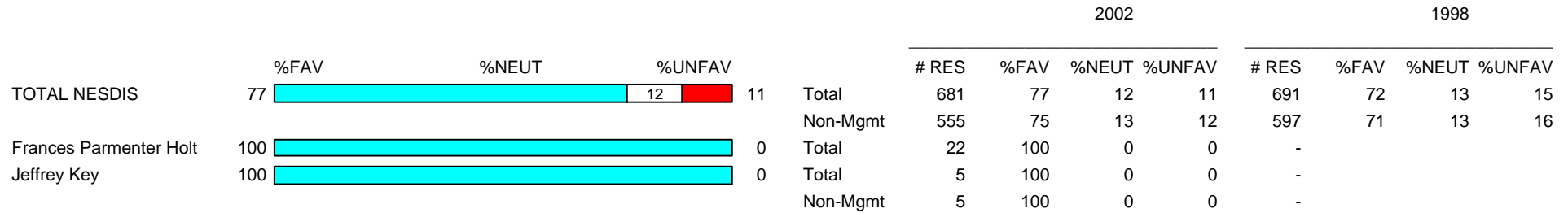
Q.3 How would you rate, overall, your relationships with your co-workers?

1=Very Good 2=Good 3=So-So 4=Poor 5=Very Poor



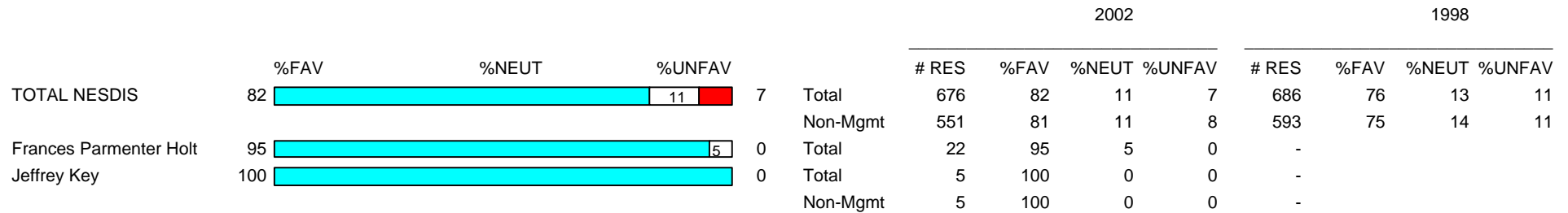
Q.92 Agree or disagree: In my workgroup, a spirit of cooperation and teamwork exists

1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree



Q.93 Agree or disagree: All workgroup members are given an opportunity to contribute

1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree



TEAMWORK (Cont.)

Q.94 Agree or disagree: Where I work, different workgroups cooperate to get the job done
 1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

		2002				1998					
	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	73	16	11	Total 666	73	16	11	683	65	21	14
				Non-Mgmt 545	72	16	12	588	64	21	15
Frances Parmenter Holt	86	14	0	Total 21	86	14	0	-	-	-	-
Jeffrey Key	80	20	0	Total 5	80	20	0	-	-	-	-
				Non-Mgmt 5	80	20	0	-	-	-	-

Q.95 Agree or disagree: There is good cooperation among the various NOAA Line/Staff Offices
 1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

		2002				1998					
	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	44	32	23	Total 559	44	32	23	-	-	-	-
				Non-Mgmt 454	44	33	22	-	-	-	-
Frances Parmenter Holt	62	29	10	Total 21	62	29	10	-	-	-	-
Jeffrey Key	20	60	20	Total 5	20	60	20	-	-	-	-
				Non-Mgmt 5	20	60	20	-	-	-	-

TRAINING/CAREER DEVELOPMENT

Q.15 Agree or disagree: My job makes good use of my skills and abilities
 1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

		2002				1998					
	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	73	13	14	Total 685	73	13	14	696	71	10	19
				Non-Mgmt 560	72	14	15	599	70	11	19
Frances Parmenter Holt	91	5	5	Total 22	91	5	5	-	-	-	-
Jeffrey Key	80	20	0	Total 5	80	20	0	-	-	-	-
				Non-Mgmt 5	80	20	0	-	-	-	-

TRAINING/CAREER DEVELOPMENT (Cont.)

Q.101 Agree or disagree: I receive the training I need to perform my job effectively (for example, classroom training, on-the-job training, workshops)

1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	57	22	21	Total	667	57	22	21	696	55	18	* 26
				Non-Mgmt	545	55	23	23	599	55	18	* 27
Frances Parmenter Holt	71	24	5	Total	21	71	24	5	-	-	-	-
Jeffrey Key	40	60	0	Total	5	40	60	0	-	-	-	-
				Non-Mgmt	5	40	60	0	-	-	-	-

Q.104 Agree or disagree: I am encouraged to seek the mentoring I need to perform my job effectively and meet career goals

1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	46	28	26	Total	628	46	28	* 26	-	-	-	-
				Non-Mgmt	513	45	28	* 27	-	-	-	-
Frances Parmenter Holt	59	36	5	Total	22	59	36	5	-	-	-	-
Jeffrey Key	20	60	20	Total	5	20	60	20	-	-	-	-
				Non-Mgmt	5	20	60	20	-	-	-	-

INNOVATION

Q.12 Agree or disagree: My NOAA Line/Staff Office expects a high level of performance from its employees

1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	80	15	6	Total	661	80	15	6	-	-	-	-
				Non-Mgmt	542	77	16	6	-	-	-	-
Frances Parmenter Holt	91	9	0	Total	22	91	9	0	-	-	-	-
Jeffrey Key	80	20	0	Total	5	80	20	0	-	-	-	-
				Non-Mgmt	5	80	20	0	-	-	-	-

INNOVATION (Cont.)

Q.60 Agree or disagree: In my NOAA Line/Staff Office, management is receptive to change that will improve the working environment
 1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	52	27	21	Total	628	52	27	21	674	49	24	* 27
				Non-Mgmt	510	48	29	22	578	48	24	* 27
Frances Parmenter Holt	70	25	5	Total	20	70	25	5	-			
Jeffrey Key				Total	-							
				Non-Mgmt	-							

Q.82 Agree or disagree: I am encouraged to come up with new and better ways of doing things
 1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	65	21	14	Total	672	65	21	14	694	65	15	20
				Non-Mgmt	546	63	22	14	596	64	15	21
Frances Parmenter Holt	68	27	5	Total	22	68	27	5	-			
Jeffrey Key	80		20	Total	5	80	0	20	-			
				Non-Mgmt	5	80	0	20	-			

Q.103 Agree or disagree: I am provided with training opportunities when new technologies and tools are introduced
 1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	53	23	24	Total	657	53	23	24	-			
				Non-Mgmt	539	51	24	* 25	-			
Frances Parmenter Holt	81	10	10	Total	21	81	10	10	-			
Jeffrey Key	60	20	20	Total	5	60	20	20	-			
				Non-Mgmt	5	60	20	20	-			

ORGANIZATIONAL MEASURES

Q.25 Agree or disagree: The NOAA process for considering employees for competitive promotion works well for me
 1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

		2002				1998					
	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	39	31	30	Total 558	39	31	* 30	-			
				Non-Mgmt 451	35	33	* 32	-			
Frances Parmenter Holt	55	30	15	Total 20	55	30	15	-			
Jeffrey Key	40	60	0	Total 5	40	60	0	-			
				Non-Mgmt 5	40	60	0	-			

Q.26 Agree or disagree: The NOAA process for rating performance works well for me
 1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

		2002				1998					
	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	47	25	28	Total 590	47	25	* 28	-			
				Non-Mgmt 481	45	26	* 29	-			
Frances Parmenter Holt	68	23	9	Total 22	68	23	9	-			
Jeffrey Key	60	20	20	Total 5	60	20	20	-			
				Non-Mgmt 5	60	20	20	-			

Q.81 Agree or disagree: Diverse groups (for example, work teams, customers) participate in the development of performance measures where I work
 1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

		2002				1998					
	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	43	28	29	Total 565	43	28	* 29	551	28	39	* 33
				Non-Mgmt 455	42	27	* 30	469	26	41	* 33
Frances Parmenter Holt	48	19	33	Total 21	48	19	* 33	-			
Jeffrey Key	20	40	40	Total 5	20	40	* 40	-			
				Non-Mgmt 5	20	40	* 40	-			

USE OF RESOURCES

Q.83 Agree or disagree: In my Line/Staff Office, work practices and procedures that are no longer needed are eliminated

1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

		2002				1998						
	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	35	35	31	Total	565	35	35	* 31	647	43	28	* 28
				Non-Mgmt	457	35	34	* 32	554	43	28	* 29
Frances Parmenter Holt	35	50	15	Total	20	35	50	15	-	-	-	-
Jeffrey Key	20	80	0	Total	5	20	80	0	-	-	-	-
				Non-Mgmt	5	20	80	0	-	-	-	-

Q.120 How do you feel about the amount of work you are expected to do?

1=Much Too Much 2=Too Much 3=About the Right Amount 4=Too Little 5=Much Too Little

		2002				1998						
	%T/M	%A/R	%T/L		# RES	%T/M	%A/R	%T/L	# RES	%T/M	%A/R	%T/L
TOTAL NESDIS	31	63	6	Total	687	* 31	63	6	-	-	-	-
				Non-Mgmt	563	* 29	64	6	-	-	-	-
Frances Parmenter Holt	32	68	0	Total	22	* 32	68	0	-	-	-	-
Jeffrey Key	40	60	0	Total	5	* 40	60	0	-	-	-	-
				Non-Mgmt	5	* 40	60	0	-	-	-	-

Q.121 How do you feel about the number of hours you are expected to work?

1=Much Too Much 2=Too Much 3=About the Right Amount 4=Too Little 5=Much Too Little

		2002				1998						
	%T/M	%A/R	%T/L		# RES	%T/M	%A/R	%T/L	# RES	%T/M	%A/R	%T/L
TOTAL NESDIS	13	86	1	Total	683	13	86	1	-	-	-	-
				Non-Mgmt	560	11	87	1	-	-	-	-
Frances Parmenter Holt	14	86	0	Total	22	14	86	0	-	-	-	-
Jeffrey Key	20	80	0	Total	5	20	80	0	-	-	-	-
				Non-Mgmt	5	20	80	0	-	-	-	-

WORK ENVIRONMENT

Q.23 Agree or disagree: I would utilize the employee assistance program if I encountered problems at work or at home

1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

	2002			2002				1998				
	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV	
TOTAL NESDIS	52	26	22	Total	585	52	26	22	615	53	23	23
				Non-Mgmt	476	53	26	22	525	52	25	23
Frances Parmenter Holt	62	29	10	Total	21	62	29	10	-	-	-	-
Jeffrey Key	60	20	20	Total	5	60	20	20	-	-	-	-
				Non-Mgmt	5	60	20	20	-	-	-	-

Q.24 Agree or disagree: My supervisor understands and supports employees' family/personal life responsibilities

1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

	2002			2002				1998				
	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV	
TOTAL NESDIS	80	13	7	Total	661	80	13	7	659	77	15	8
				Non-Mgmt	539	79	13	8	567	76	15	9
Frances Parmenter Holt	100	0	0	Total	21	100	0	0	-	-	-	-
Jeffrey Key	100	0	0	Total	5	100	0	0	-	-	-	-
				Non-Mgmt	5	100	0	0	-	-	-	-

Q.105 How would you rate your physical working conditions overall (space, privacy, air quality, temperature, noise, etc.)?

1=Very Good 2=Good 3=So-So 4=Poor 5=Very Poor

	2002			2002				1998				
	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV	
TOTAL NESDIS	54	23	23	Total	685	54	23	23	-	-	-	-
				Non-Mgmt	560	53	24	23	-	-	-	-
Frances Parmenter Holt	73	14	14	Total	22	73	14	14	-	-	-	-
Jeffrey Key	100	0	0	Total	5	100	0	0	-	-	-	-
				Non-Mgmt	5	100	0	0	-	-	-	-

REWARDS/RECOGNITION

Q.4 How would you rate your opportunity for advancement?

1=Very Good 2=Good 3=So-So 4=Poor 5=Very Poor

		2002				1998						
	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	40	31	29	Total	657	40	31	* 29	-			
				Non-Mgmt	537	37	33	* 30	-			
Frances Parmenter Holt	60	35	5	Total	20	60	35	5	-			
Jeffrey Key	40	60	0	Total	5	40	60	0	-			
				Non-Mgmt	5	40	60	0	-			

Q.8 How would you rate the amount of pay you receive for your job compared to employees in other organizations doing similar work?

1=Very Good 2=Good 3=So-So 4=Poor 5=Very Poor

		2002				1998						
	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	59	24	17	Total	654	59	24	17	-			
				Non-Mgmt	534	57	25	18	-			
Frances Parmenter Holt	90		10	Total	21	90	0	10	-			
Jeffrey Key	80		20	Total	5	80	0	20	-			
				Non-Mgmt	5	80	0	20	-			

Q.17 Agree or disagree: The better my performance, the greater will be my opportunities at NOAA

1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

		2002				1998						
	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	45	26	29	Total	654	45	26	* 29	-			
				Non-Mgmt	535	45	26	* 30	-			
Frances Parmenter Holt	76	19	5	Total	21	76	19	5	-			
Jeffrey Key	80	20	0	Total	5	80	20	0	-			
				Non-Mgmt	5	80	20	0	-			

REWARDS/RECOGNITION (Cont.)

Q.96 Agree or disagree: In my workgroup, I am rewarded for individual accomplishments on my job
 1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

		2002				1998						
	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	61	19	20	Total	657	61	19	20	670	59	16	* 25
				Non-Mgmt	539	59	21	20	575	58	17	* 26
Frances Parmenter Holt	86	14	0	Total	22	86	14	0	-	-	-	-
Jeffrey Key	100	0	0	Total	5	100	0	0	-	-	-	-
				Non-Mgmt	5	100	0	0	-	-	-	-

Q.97 Agree or disagree: I am rewarded for my team accomplishments
 1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

		2002				1998						
	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	53	24	23	Total	644	53	24	23	-	-	-	-
				Non-Mgmt	527	51	26	23	-	-	-	-
Frances Parmenter Holt	86	9	5	Total	22	86	9	5	-	-	-	-
Jeffrey Key	80	20	0	Total	5	80	20	0	-	-	-	-
				Non-Mgmt	5	80	20	0	-	-	-	-

Q.98 Agree or disagree: In my NOAA Line/Staff Office, management is fair in recognizing personal and team accomplishments
 1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

		2002				1998						
	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	48	27	25	Total	623	48	27	* 25	677	41	25	* 34
				Non-Mgmt	504	46	29	* 26	581	40	26	* 34
Frances Parmenter Holt	77	23	0	Total	22	77	23	0	-	-	-	-
Jeffrey Key	80	20	0	Total	5	80	20	0	-	-	-	-
				Non-Mgmt	5	80	20	0	-	-	-	-

REWARDS/RECOGNITION (Cont.)

Q.99 Agree or disagree: My evaluations and awards are based on my substantive and measurable accomplishments

1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	59	20	21	Total	630	59	20	21	-	-	-	-
				Non-Mgmt	516	58	21	22	-	-	-	-
Frances Parmenter Holt	86	9	5	Total	22	86	9	5	-	-	-	-
Jeffrey Key	100		0	Total	5	100	0	0	-	-	-	-
				Non-Mgmt	5	100	0	0	-	-	-	-

FAIRNESS AND TREATMENT OF OTHERS

Q.9 How would you rate your job security (i.e, not being concerned about being laid off, etc.)?

1=Very Good 2=Good 3=So-So 4=Poor 5=Very Poor

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	78	15	6	Total	679	78	15	6	-	-	-	-
				Non-Mgmt	555	79	15	6	-	-	-	-
Frances Parmenter Holt	95	5	0	Total	22	95	5	0	-	-	-	-
Jeffrey Key	80	20	0	Total	5	80	20	0	-	-	-	-
				Non-Mgmt	5	80	20	0	-	-	-	-

Q.10 How would you rate the fairness and consistency with which policies are administered where you work?

1=Very Good 2=Good 3=So-So 4=Poor 5=Very Poor

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	55	26	19	Total	664	55	26	19	-	-	-	-
				Non-Mgmt	541	54	26	20	-	-	-	-
Frances Parmenter Holt	95	5	0	Total	22	95	5	0	-	-	-	-
Jeffrey Key	100		0	Total	5	100	0	0	-	-	-	-
				Non-Mgmt	5	100	0	0	-	-	-	-

FAIRNESS AND TREATMENT OF OTHERS (Cont.)

Q.22 Agree or disagree: Employees where I work get a fair hearing for their grievances
 1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	46	35	19	Total	495	46	35	19	599	57	26	17
				Non-Mgmt	399	40	38	22	511	54	28	18
Frances Parmenter Holt	85		0	Total	13	85	15	0	-			
Jeffrey Key				Total	-							
				Non-Mgmt	-							

Q.63 Agree or disagree: My immediate supervisor treats me fairly
 1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	83	9	8	Total	687	83	9	8	691	74	12	13
				Non-Mgmt	563	81	10	9	595	73	13	13
Frances Parmenter Holt	100		0	Total	22	100	0	0	-			
Jeffrey Key	100		0	Total	5	100	0	0	-			
				Non-Mgmt	5	100	0	0	-			

Q.64 Agree or disagree: There is trust between employees and my immediate supervisor
 1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	67	17	16	Total	668	67	17	16	674	52	20	* 28
				Non-Mgmt	546	65	18	17	579	52	21	* 27
Frances Parmenter Holt	95		5	Total	22	95	0	5	-			
Jeffrey Key	100		0	Total	5	100	0	0	-			
				Non-Mgmt	5	100	0	0	-			

EEO (Cont.)

Q.114 Agree or disagree: Advancement and selection opportunities are available for highly qualified individuals, regardless of gender, race, national origin, religion, age, color, sexual orientation or disability

1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	64	18	18	Total	617	64	18	18	651	59	20	22
				Non-Mgmt	498	62	19	19	562	56	22	22
Frances Parmenter Holt	86	10	5	Total	21	86	10	5	-	-	-	-
Jeffrey Key	60	20	20	Total	5	60	20	20	-	-	-	-
				Non-Mgmt	5	60	20	20	-	-	-	-

Q.115 Agree or disagree: In my NOAA Line/Staff Office, management works well with employees of different backgrounds

1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	72	20	8	Total	592	72	20	8	620	67	20	13
				Non-Mgmt	479	71	21	9	529	67	21	13
Frances Parmenter Holt	79	21	0	Total	19	79	21	0	-	-	-	-
Jeffrey Key				Total	-	-	-	-	-	-	-	-
				Non-Mgmt	-	-	-	-	-	-	-	-

Q.116 Agree or disagree: NOAA has created an environment which provides protection against unlawful harassment and discrimination

1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	75	18	7	Total	628	75	18	7	-	-	-	-
				Non-Mgmt	511	74	19	7	-	-	-	-
Frances Parmenter Holt	90	5	5	Total	21	90	5	5	-	-	-	-
Jeffrey Key	80	20	0	Total	5	80	20	0	-	-	-	-
				Non-Mgmt	5	80	20	0	-	-	-	-

EEO (Cont.)

Q.117 Have you personally experienced discrimination on the job since you have worked at NOAA?

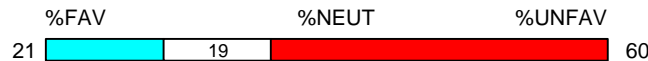
1=Yes 2=No

		2002			1998		
		# RES	%1	%2	# RES	%1	%2
TOTAL NESDIS	Total	672	18	82	-		
	Non-Mgmt	548	19	81	-		
Frances Parmenter Holt	Total	22	5	95	-		
Jeffrey Key	Total	5	0	100	-		
	Non-Mgmt	5	0	100	-		

Q.118 Agree or disagree: If yes, did you feel comfortable seeking counseling?

1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

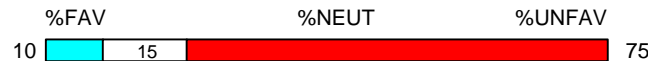
		2002				1998			
		# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	Total	121	21	19	* 60	-			
	Non-Mgmt	106	21	20	* 59	-			
Frances Parmenter Holt	Total	-							
Jeffrey Key	Total	-							
	Non-Mgmt	-							



Q.119 Agree or disagree: If yes, did you feel comfortable filing a formal complaint?

1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

		2002				1998			
		# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	Total	119	10	15	* 75	-			
	Non-Mgmt	104	10	16	* 74	-			
Frances Parmenter Holt	Total	-							
Jeffrey Key	Total	-							
	Non-Mgmt	-							



EEO (Cont.)

Q.124a How do you feel about the amount that has been done at NOAA to provide opportunities for women?

1=Much Too Much 2=Too Much 3=About the Right Amount 4=Too Little 5=Much Too Little

		2002				1998					
	%T/M	%A/R	%T/L	# RES	%T/M	%A/R	%T/L	# RES	%T/M	%A/R	%T/L
TOTAL NESDIS	16	68	17	Total	557	16	68	17	-	-	-
				Non-Mgmt	455	15	67	18	-	-	-
Frances Parmenter Holt	19	76	5	Total	21	19	76	5	-	-	-
Jeffrey Key				Total	-	-	-	-	-	-	-
				Non-Mgmt	-	-	-	-	-	-	-

Q.124b How do you feel about the amount that has been done at NOAA to provide opportunities for minorities?

1=Much Too Much 2=Too Much 3=About the Right Amount 4=Too Little 5=Much Too Little

		2002				1998					
	%T/M	%A/R	%T/L	# RES	%T/M	%A/R	%T/L	# RES	%T/M	%A/R	%T/L
TOTAL NESDIS	17	64	19	Total	549	17	64	19	-	-	-
				Non-Mgmt	446	16	63	21	-	-	-
Frances Parmenter Holt	19	76	5	Total	21	19	76	5	-	-	-
Jeffrey Key				Total	-	-	-	-	-	-	-
				Non-Mgmt	-	-	-	-	-	-	-

Q.124c How do you feel about the amount that has been done at NOAA to provide opportunities for the disabled?

1=Much Too Much 2=Too Much 3=About the Right Amount 4=Too Little 5=Much Too Little

		2002				1998					
	%T/M	%A/R	%T/L	# RES	%T/M	%A/R	%T/L	# RES	%T/M	%A/R	%T/L
TOTAL NESDIS	5	74	21	Total	494	5	74	21	-	-	-
				Non-Mgmt	400	5	75	21	-	-	-
Frances Parmenter Holt	11	79	11	Total	19	11	79	11	-	-	-
Jeffrey Key				Total	-	-	-	-	-	-	-
				Non-Mgmt	-	-	-	-	-	-	-

ADDITIONAL EXPERIENCES (Cont.)

Q.28 Agree or disagree: I believe the results of this survey will be used constructively
 1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	36	33	31	Total	596	36	33	* 31	612	43	31	* 25
				Non-Mgmt	482	34	34	* 32	526	43	32	* 25
Frances Parmenter Holt	60	35	5	Total	20	60	35	5	-	-	-	-
Jeffrey Key				Total	-	-	-	-	-	-	-	-
				Non-Mgmt	-	-	-	-	-	-	-	-

Q.86 Agree or disagree: I have good understanding of the mission, vision, and values of my NOAA Line/Staff Office
 1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	72	19	8	Total	662	72	19	8	681	73	17	11
				Non-Mgmt	539	70	20	9	587	72	17	11
Frances Parmenter Holt	68	27	5	Total	22	68	27	5	-	-	-	-
Jeffrey Key	60	20	20	Total	5	60	20	20	-	-	-	-
				Non-Mgmt	5	60	20	20	-	-	-	-

Q.129 Agree or disagree: I believe that responding to this survey is a good use of my time
 1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	47	28	24	Total	676	47	28	24	-	-	-	-
				Non-Mgmt	554	46	30	24	-	-	-	-
Frances Parmenter Holt	45	41	14	Total	22	45	41	14	-	-	-	-
Jeffrey Key	0	100	0	Total	5	0	100	0	-	-	-	-
				Non-Mgmt	5	0	100	0	-	-	-	-

ADDITIONAL EXPERIENCES (Cont.)

Q.130 Agree or disagree: I have confidence that my management will provide adequate support for the feedback and action portions of the SFA
 1=Strongly Agree 2=Agree 3=Neither Agree Nor Disagree 4=Disagree 5=Strongly Disagree

	%FAV	%NEUT	%UNFAV		2002				1998			
					# RES	%FAV	%NEUT	%UNFAV	# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	41	30	30	Total	644	41	30	* 30	-	-	-	-
				Non-Mgmt	525	38	32	* 30	-	-	-	-
Frances Parmenter Holt	52	38	10	Total	21	52	38	10	-	-	-	-
Jeffrey Key	20	80	0	Total	5	20	80	0	-	-	-	-
				Non-Mgmt	5	20	80	0	-	-	-	-

Supplementals

Q.1S How would you rate the overall morale at the Office/Center where you work?
 1=Very Good 2=Good 3=So-So 4=Poor 5=Very Poor

	%FAV	%NEUT	%UNFAV		2002			
					# RES	%FAV	%NEUT	%UNFAV
TOTAL NESDIS	53	27	21	Total	672	53	27	21
				Non-Mgmt	552	50	28	21
Frances Parmenter Holt	91	9	0	Total	22	91	9	0
Jeffrey Key	80	20	0	Total	5	80	20	0
				Non-Mgmt	5	80	20	0

Q.2S How many different jobs have you had in your career?
 1=My current job is the only one 2=2 - 3 jobs 3=4 - 5 jobs 4=More than 5 jobs

	%1	%2	%3	%4		2002				
						# RES	%1	%2	%3	%4
TOTAL NESDIS	7	45	27	20	Total	662	7	45	27	20
					Non-Mgmt	558	9	47	27	18
Frances Parmenter Holt	5	64	23	9	Total	22	5	64	23	9
Jeffrey Key	0	80	20	0	Total	5	0	80	20	0
					Non-Mgmt	5	0	80	20	0

Supplementals (Cont.)

Q.3S Has your unit undergone a reorganization?

1=Within the last 6 months 2=6 months - 1 year ago 3=1 - 3 years ago 4=3 - 4 years ago 5=More than 4 years ago

6=Don't know/Not applicable

2002

		# RES	%1	%2	%3	%4	%5	%6
TOTAL NESDIS	Total	662	8	6	24	6	14	42
	Non-Mgmt	553	7	6	25	6	13	43
Frances Parmenter Holt	Total	22	0	0	14	5	32	50
Jeffrey Key	Total	5	0	0	40	0	40	20
	Non-Mgmt	5	0	0	40	0	40	20



FAVORABILITY REPORT

FAVORABILITY REPORT

A. YOUR DATA MORE FAVORABLE THAN COMPARISON GROUP

B. YOUR DATA LESS FAVORABLE THAN COMPARISON GROUP

YOUR DATA MORE FAVORABLE THAN COMPARISON GROUP

(8 MORE FAVORABLE ITEMS IN DESCENDING ORDER)

Q.105 How would you rate your physical working conditions overall (space, privacy, air quality, temperature, noise, etc.)?



Q.106 How would you rate the safety and security of your work location (i.e., the location of the building where you work)?



Q.54 Agree or disagree: I feel proud to work for my NOAA Line/Staff Office



Q.96 Agree or disagree: In my workgroup, I am rewarded for individual accomplishments on my job



Q.99 Agree or disagree: My evaluations and awards are based on my substantive and measurable accomplishments



YOUR DATA MORE FAVORABLE THAN COMPARISON GROUP

(8 MORE FAVORABLE ITEMS IN DESCENDING ORDER)


Q.82 Agree or disagree: I am encouraged to come up with new and better ways of doing things

Frances Parmenter Holt  68%


DIFF: 12

Jeffrey Key  80%

Q.37 Agree or disagree: I understand the relationships between the NOAA Line/Staff Offices

Frances Parmenter Holt  50%

DIFF: 10

Jeffrey Key  60%

Q.44 How would you rate your NOAA Line/Staff Office on having a minimum of 'corporate politics' (favoritism, advancement based on 'looking good', etc.)?

Frances Parmenter Holt  10%

DIFF: 10

Jeffrey Key  20%

FAVORABILITY REPORT

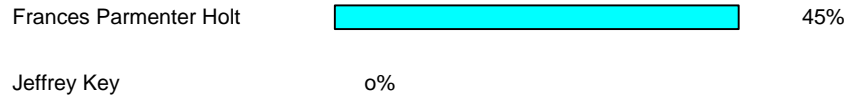
A. YOUR DATA MORE FAVORABLE THAN COMPARISON GROUP

B. YOUR DATA LESS FAVORABLE THAN COMPARISON GROUP

YOUR DATA LESS FAVORABLE THAN COMPARISON GROUP

(20 LESS FAVORABLE ITEMS IN DESCENDING ORDER)

Q.129 Agree or disagree: I believe that responding to this survey is a good use of my time



DIFF: 45

Q.6 How would you rate the extent to which management takes action on employee ideas and opinions?



DIFF: 44

Q.88 Agree or disagree: Management keeps employees informed about the operations of my NOAA Line/Staff Office and about the challenges my NOAA Line/Staff Office faces (for example, budget cuts, redeployment, reorganizations, outsourcing, etc.)



DIFF: 42

Q.95 Agree or disagree: There is good cooperation among the various NOAA Line/Staff Offices

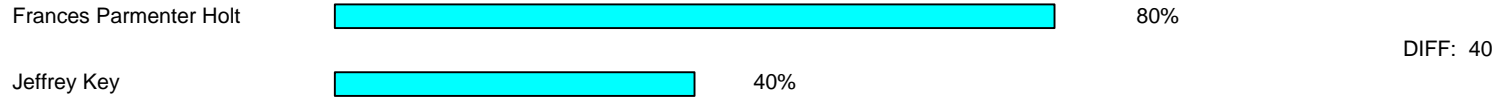


DIFF: 42

YOUR DATA LESS FAVORABLE THAN COMPARISON GROUP

(20 LESS FAVORABLE ITEMS IN DESCENDING ORDER)

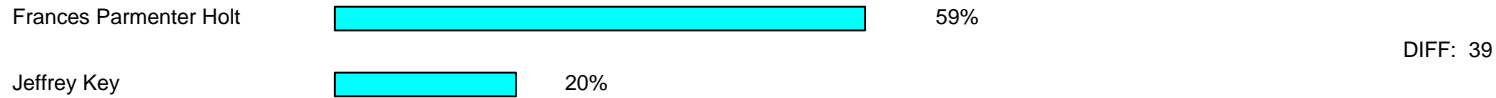
Q.75 Agree or disagree: I receive good service and support from others in NOAA overall on whom I depend to do my job



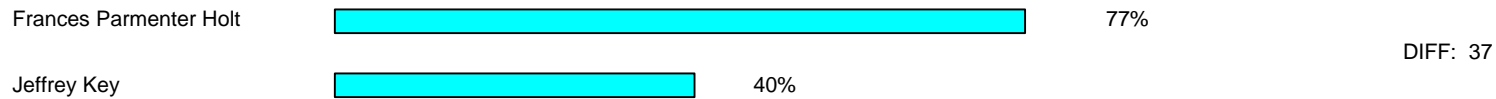
Q.87 Agree or disagree: Management promotes effective communication among different workgroups (for example, about projects, goals, needed resources)



Q.104 Agree or disagree: I am encouraged to seek the mentoring I need to perform my job effectively and meet career goals



Q.40 How would you rate your NOAA Line/Staff Office on having a professionally competent workforce?



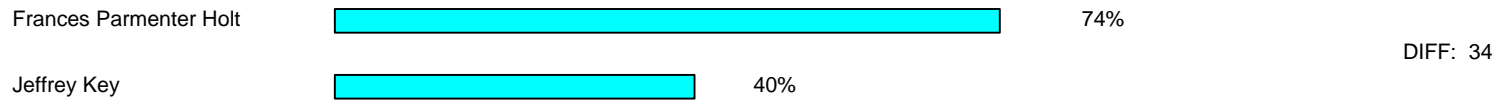
YOUR DATA LESS FAVORABLE THAN COMPARISON GROUP

(20 LESS FAVORABLE ITEMS IN DESCENDING ORDER)

Q.42 How would you rate your NOAA Line/Staff Office on having a clear sense of direction and effective planning?



Q.59 How would you rate the overall job done by top management of NOAA (the NOAA Administrator (Under Secretary for Oceans and Atmospheres) and the Deputy Under Secretary)?



Q.43 How would you rate your NOAA Line/Staff Office on having a clear corporate 'culture' (a clear set of values, a clear style of management, etc.)?



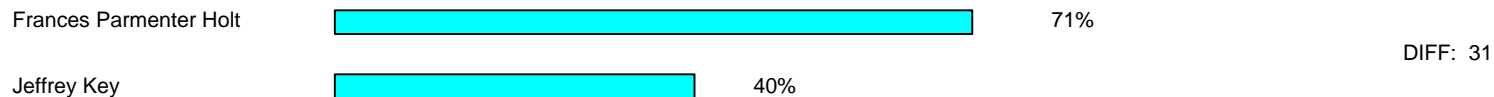
Q.130 Agree or disagree: I have confidence that my management will provide adequate support for the feedback and action portions of the SFA



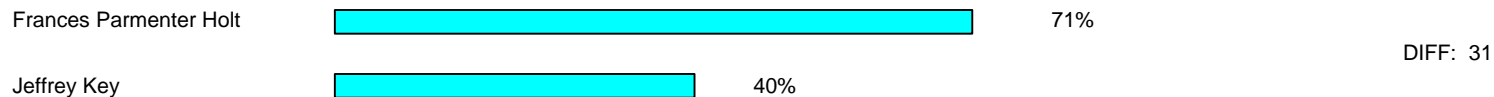
YOUR DATA LESS FAVORABLE THAN COMPARISON GROUP

(20 LESS FAVORABLE ITEMS IN DESCENDING ORDER)

Q.19 Agree or disagree: Management encourages employees to openly confront and solve problems rather than sweep them under the rug



Q.101 Agree or disagree: I receive the training I need to perform my job effectively (for example, classroom training, on-the-job training, workshops)



Q.76 Agree or disagree: I have a good understanding of who my customers are



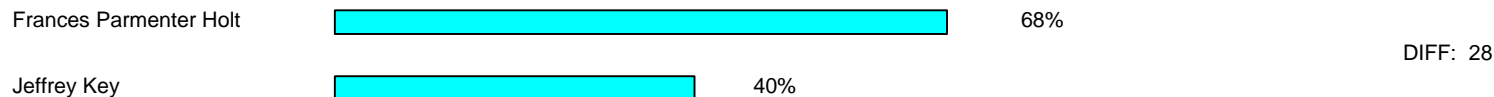
Q.85 Since the last SFA in 1998, to what extent have things changed (for example, communications, awards, recognition, trust, morale, etc.) in NOAA overall?



YOUR DATA LESS FAVORABLE THAN COMPARISON GROUP

(20 LESS FAVORABLE ITEMS IN DESCENDING ORDER)

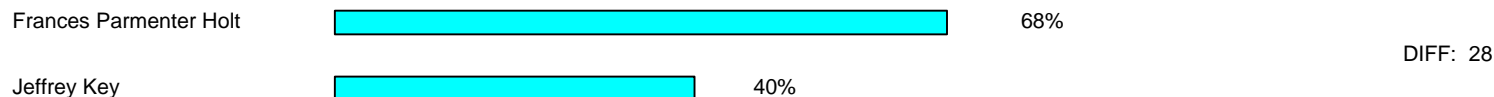
Q.67 Agree or disagree: My immediate supervisor serves as a coach/counselor to help employees advance in their careers



Q.81 Agree or disagree: Diverse groups (for example, work teams, customers) participate in the development of performance measures where I work



Q.89 Agree or disagree: When changes in programs, policies, procedures and personnel are made in my NOAA Line/Staff Office, communications are usually handled well (sufficient notice is given, explanation as to reasons is given, etc.)



Q.1 Overall, how would you rate NOAA as an organization to work for, compared with other organizations you know about?

