(b)(3):10 USC 424 Headquarters Climate Survey

September 30, 2020

(U//~~FOUO~~) Below are the results of quantitative and qualitative questions from the Headquarters Branch Climate Survey. The survey covered seven areas of focus including: discrimination, harassment, toxic work environment; leadership; stress, burnout, and resilience; morale and work satisfaction; effectiveness of teams; access to resources; and COVID-19 specific concerns.

(U//~~FOUO~~) In the tables below, the second and third columns reflect percent agreement and averages of responses from the 79 individuals that completed the survey.

(U//~~FOUO~~) Unless otherwise specified, answers were coded on a scale of 1 through 5, which corresponds to (1) strongly disagree, (2) disagree, (3) neither agree nor disagree, (4) agree, (5) strongly agree. The coded scores were averaged to yield percent of agreement among respondents and means. The percent agree number captures those individuals that agree or strongly agree with the statement presented while the means represent weigh-in or a vote from all respondents.

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(U) Discrimination, Harassment, Toxic Work Environment

U//~~FOUO~~ [redacted] HQ Climate Survey	% Agree	Mean N=79, Range=1-5* or 1-10**
(U//~~FOUO~~) 8. Do you believe you have been discriminated against or harassed on the basis of age, race, religion, disability, genetic information, gender, gender identity, national origin, or sexual orientation?	30% (24 of 79)	2.1
(U//~~FOUO~~) 9. If you experienced discrimination, please check all that apply: Gender=39%, 9 people Age=22%, 5 people Race=13%, 3 people Other (ex: perceived knowledge) =8%, 2 people Disability=4%, 1 person national origin=4%, 1 person sexual orientation=4%, 1 person military=4%, 1 person Religion=0 Genetic information=0 gender identity=0	29% of respondents reported some type of discrimination 39%=gender 22%=age 13%=race	N/A
(U//~~FOUO~~) 11. If you experienced discrimination or harassment, please identify the source(s), checking all that apply: Internal to [redacted] geodivision: 44%, 8 people Internal to agency: 34%, 6 people Environmental/cultural factors 17%, 3 people Other: 6%, 1 person	44% of respondents identified [redacted] geodivision	N/A

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(U//~~FOUO~~) 10. If you were discriminated against or harassed, did you discuss your concerns with anyone? If not, why? 36% responded to the question 18% said "Yes" 24% said "No" 45% responded with N/A	No – 24% Yes – 18%	N/A
(U//~~FOUO~~) 12. Would you describe your work environment as hostile?	32%	2.2
(U//~~FOUO~~) 13. If you experienced a hostile work environment, please identify the source(s), checking all that apply: Internal to [redacted] geodivision: 79%, 19 people Environmental/cultural factors 8%, 2 people Other: 8%, 2 people [redacted] Leadership: 4%, 1 person	30%	N/A
(U//~~FOUO~~) 35. I have witnessed or experienced hostile behaviors such as intimidation, harassment, bullying or singling out.	48%	2.6
(U//~~FOUO~~) 36. If you witnessed or experienced hostile behaviors, did you discuss your concerns with anyone? If not, why? 39% responded to the question 71% said "Yes" 13% said "No" 16% responded with N/A	Yes – 71% No – 13%	N/A
(U//~~FOUO~~) 37. If you witnessed or experienced hostile behaviors, please identify the source(s), checking all that apply: a. DAS leadership - 2 (5%) b. Internal to DAS Geodivision - 25 people (63%) c. Agency Leadership - 1 (3%) co-worker to co-worker - 1 (3%) d. Internal to the agency - 7 (18%) e. Related to environmental, cultural factors - 3 (8%) Peer to Peer - 1 (3%)	63% of respondents identified Internal to DAS Geodivision as source.	N/A

*Range is 1 through 5 where 1=strongly disagree, 2=disagree 3=neither agree nor disagree, 4=agree, 5=strongly agree. **Range is 1 through 10, where 1=lowest distress, 10=highest level of distress.

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(U//~~FOUO~~) On the issue of discrimination and harassment, 30% (24 of 79) respondents endorsed being the direct target of discrimination or harassment. Of those endorsing discrimination or harassment, 29% identified that the discrimination was on the basis of gender-bias, 22% reported age discrimination, while 12% identified race. For the remaining 37% of respondents, 4% was attributed to something other than items offered (Other), while sexual orientation, disability, national origin, and military discrimination were each equally endorsed by 3% of respondents. 44% of respondents identified [redacted] (b)(3):10 USC 424 geodivision as the sources of the discrimination, while 34% said discrimination was internal to the agency as a whole and 17% identified external environmental and/or cultural factors. 24% of

respondents reported they did not discuss the discrimination with a colleague or supervisor, while 18% reported trying to discuss it with a supervisor.

(U//~~FOUO~~) Regarding toxic, hostile work environment, 32% of respondents said they would describe their work environment as hostile, with 79% of those endorsers identifying the source as internal to (b)(3)::10 USC 424 geodivision, 8% attributable to external environmental of cultural factors, 8% to other factors and 4% to (b)(3)::10 USC 424 Leadership. 71% of respondents reported they did discuss the hostile work environment with others, while 13% said they did not try to discuss it.

(U) Leadership (b)(3)::10 USC 424

U//~~FOUO~~ HQ Climate Survey	% Agree	Mean N=79, Range=1-5* or 1-10**
(U//~~FOUO~~) 3. My leadership set a good example by following SOPs, rules and regulations.	78	4.0
(U//~~FOUO~~) 21. My leadership maintains high standards of honesty and integrity.	70	3.9
(U//~~FOUO~~) 22. DAS leaders promote communication and collaboration among team members.	77	3.9
(U//~~FOUO~~) 23. DAS leaders and the agency culture, support using behavioral health resources to manage stress.	59	4.0
(U//~~FOUO~~) 25. My leadership treats all staff with respect and dignity.	77	3.8
(U//~~FOUO~~) 28. I trust my leadership to treat me fairly.	72	3.8
(U//~~FOUO~~) 29. I feel supported by the agency.	64	3.6
(U//~~FOUO~~) 31. My leadership trusts me to do my job competently.	82	4.2
(U//~~FOUO~~) 34. My leadership exhibits equitable and consistent behavior towards all staff.	67	3.7
(U//~~FOUO~~) 38. My managers/supervisors have reasonable expectations with work assignments and setting of completion deadlines.	76	3.8
(U//~~FOUO~~) 40. My leadership takes a strategic approach to work assignments, for example work is assigned according to strengths of individual team members and with consideration to current workload and limitations.	57	3.6

*Range is 1 through 5 where 1=strongly disagree, 2=disagree 3=neither agree nor disagree, 4=agree, 5=strongly agree. **Range is 1 through 10, where 1=lowest distress, 10=highest level of distress.

(U//~~FOUO~~) Most respondents agreed that leadership, as a whole, engage in following SOPs, rules and regulations; maintain high standards of honesty and integrity; promote communication and collaboration among team members; treat all staff with respect and dignity; treat members fairly; trust members to do their job competently and lay out reasonable expectations (70% agreement or higher). Areas for improvement, with lower agreement and averages, are in the area of leaders taking a strategic approach to work assignments and supporting utilization of behavioral health and resilience training for managing stress.

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(U) Morale and Work Satisfaction

U//~~FOUO~~ [redacted] HQ Climate Survey	% Agree	Mean N=79, Range=1-5* or 1-10**
(U//~~FOUO~~) 1. My job satisfaction on a scale of 1-10, with 10 being most satisfied is: 72% were 6 or higher job satisfaction 18% were 4 or lower job satisfaction	72%*	6.5**
(U//~~FOUO~~) 27. Team morale, on a scale of 1-10, 10 being the highest morale, where would you place yourself? 1-2, lowest morale=6%, 5 people 1-4, Low morale=24%, 19 people 5-7 Moderate morale=39%, 31 people 8-10, High morale=39%, 30 people 9-10, Highest morale=11%, 8 people	Low=24%, Moderate=39%, High=39%	6.1**
(U//~~FOUO~~) 54. I have concerns about changes due to COVID negatively impacting my career path.	36	2.9

*Range is 1 through 5 where 1=strongly disagree, 2=disagree 3=neither agree nor disagree, 4=agree, 5=strongly agree. **Range is 1 through 10, where 1=lowest distress, 10=highest level of distress.

(U//~~FOUO~~) On the issue of job satisfaction, 72% of respondents described their job satisfaction as above average or higher, while 18% endorsed experiencing below average or lower job satisfaction. High levels of team morale were reported by 39% of respondents, 24% percent reported low morale, the remaining 39% were in the average or moderate range.

(b)(3):10 USC 424

(U) Stress, Burnout, and Resilience

U//~~FOUO~~ [redacted] HQ Climate Survey	% Agree	Mean N=79, Range=1-5* or 1-10**
14. Work-related stress can include sleep problems, irritability, low mood, anxiety, feeling cynical and detached from work. On a scale of 1-10, 10 being the most distressed/burned out, where would you place yourself?	85% moderate to high stress	5.7

1, almost no stress,5%, 4 people 1-3=low stress=15%, 12 people 4 or higher, moderate to high level of stress= 85%, 71 people 4-6, moderate=46%, 38 people 7-10, high=39%, 33 people 9-10, extremely high=8%, 7 people		
(U//~~FOUO)~~ 30. In my present position, work related stress has adversely affected my home or personal life.	40	3.0
(U//~~FOUO)~~ 32. On a scale of 1-10, 10 being the most distressed, how much stress do you feel as a result of environmental changes? 1 least distressed=29%, 11 people 2-9=distressed=85%, 68 people 6-9=highly distressed=31%, 25 10 highest level of distress=0	distressed=85%	4.4
(U//~~FOUO)~~ 41. I am able to consistently engage in daily activities for promoting resilience, health and wellness?	55	3.4
(U//~~FOUO)~~ 51. My family stress has increased due to the current COVID-19 pandemic.	75	3.8

*Range is 1 through 5 where 1=strongly disagree, 2=disagree 3=neither agree nor disagree, 4=agree, 5=strongly agree. **Range is 1 through 10, where 1=lowest distress, 10=highest level of distress.

(U//~~FOUO)~~ Moderate to extremely high levels of stress were reported by 85% of respondents, while 15% reported low levels of stress. Most members, 85%, endorsed that environmental changes were driving the distress, with 75% of respondents attributing their stress to the COVID19 pandemic. About half of respondents (55%) were able to engage in resilience activities to reduce their stress.

(b)(3):10 USC 424

(U) Effectiveness of Teams

(b)(3):10 USC 424

U//~~FOUO~~ [redacted] HQ Climate Survey	% Agree	Mean N=79, Range=1-5* or 1-10**
(U//~~FOUO)~~ 17. I feel supported by my [redacted] team.	82	4.1
(U//~~FOUO)~~ 18. Creativity and innovation are encouraged and rewarded on our team.	53	3.6
(U//~~FOUO)~~ 19. I was fully briefed and prepared for the unique challenges of my DAS division.	49	3.4
(U//~~FOUO)~~ 26. Team members are encouraged to speak up when they 2 with what is being said or done.	62	3.5

(U//~~FOUO~~) 27. Team morale, on a scale of 1-10, 10 being the highest morale, where would you place yourself? 1-2, lowest morale=6%, 5 people 1-4, Low morale=24%, 19 people 5-7 Moderate morale=39%, 31 people 8-10, High morale=39%, 30 people 9-10, Highest morale=11%, 8 people	Low=24%, Moderate=39%, High=39%	6.1**

*Range is 1 through 5 where 1=strongly disagree, 2=disagree 3=neither agree nor disagree, 4=agree, 5=strongly agree. **Range is 1 through 10, where 1=lowest distress, 10=highest level of distress. (b);(3);10 USC 424

(U//~~FOUO~~) While 82% of respondents endorsed feeling supported by the [redacted] eam, lower agreement with questions pertaining to feeling fully informed and prepared for the challenges of their assignments in [redacted] (b);(3);10 USC 424

(b);(3);10 USC 424

(U) Access to Resources

U//~~FOUO~~ [redacted] HQ Climate Survey	% Agree	Mean N=79, Range=1-5* or 1-10**
(U//~~FOUO~~) 4. The equipment and workspace in my office that I need to do my job are consistently in good working order.	62	3.5
(U//~~FOUO~~) 6. I currently receive appropriate training to do my job.	69	3.8
(U//~~FOUO~~) 15. I have adequate funding to achieve my goals.	60	3.6

*Range is 1 through 5 where 1=strongly disagree, 2=disagree 3=neither agree nor disagree, 4=agree, 5=strongly agree. **Range is 1 through 10, where 1=lowest distress, 10=highest level of distress.

(U//~~FOUO~~) Responses to questions regarding access to resources, equipment and training were mixed. The narrative responses provided more detailed information on this topic.

(b);(3);10 USC 424

(U) COVID-19 Specific Concerns

U//~~FOUO~~ [redacted] HQ Climate Survey	% Agree	Mean N=79, Range=1-5* or 1-10**
(U//~~FOUO~~) 44. I have small children at home that require supervision and care.	No – 52% Yes – 23%	N/A
(U//~~FOUO~~) 45. I do not have access to childcare.	No – 30% Yes – 09%	N/A
(U//~~FOUO~~) 46. I have school age children, that require academic guidance and supervision.	No – 47% Yes – 21%	N/A

(U//~~FOUO)~~ 47. Schools will be closed or partially closed in my area, in the coming school year.	Yes – 35% No – 12%	N/A
(U//~~FOUO)~~ 49. I have elderly or disabled family I am providing direct care for.	No – 65% Yes – 06%	N/A
(U//~~FOUO)~~ 50. How much time each day, is required for care of extended family members? Up to 1 hour=9% 2-5 hours=15% 12 hours=1% N/A=47% None=9% Other=6%	47% N/A 25%=1-12 hrs.	N/A
(U//~~FOUO)~~ 51. My family stress has increased due to the current COVID-19 pandemic.	75	3.8
(U//~~FOUO)~~ 52. Physical safety is a concern in my work area (including teleworking location).	30	2.7
(U//~~FOUO)~~ 53. My duty location status or work assignment has changed due to COVID19.	61	3.5
(U//~~FOUO)~~ 54. I have concerns about changes due to COVID negatively impacting my career path.	36	2.9

*Range is 1 through 5 where 1=strongly disagree, 2=disagree 3=neither agree nor disagree, 4=agree, 5=strongly agree. **Range is 1 through 10, where 1=lowest distress, 10=highest level of distress.

(U//~~FOUO)~~ A majority of the workforce endorsed having more family related stress due to the pandemic; having young children at home, not having access to childcare, and experiencing school closures in their areas. Few people reported feeling physically unsafe in their work area (30%) or concerned about being negatively impacted in their career.

Survey Tool / Create

Moderators Finalize

Toolbox
Drag to question builder

- Multiple choice (horizontal)
- Multiple choice (vertical)
- Dropdown menu
- Listbox (multi-select)
- Single choice (horizontal)
- Single choice (vertical)
- Likert scale
- Multi-row textbox (comment)
- Single-row textbox
- Date
- Query parameter
- New page
- Descriptive text
- Subheading

Question builder
Drag and drop to reorder

1. My job satisfaction on a scale of 1-10, with 10 being most satisfied is:
2. What would improve your job satisfaction?
3. My leadership set a good example by following SOPs, rules and regulations.
4. The equipment and work space in my office that I need to do my job are consistently in good workin...
5. If you have challenges with resources, please describe them.
6. I currently receive appropriate training to do my job.
7. What training or information do you think would have been or could be helpful?
8. Do you believe you have been discriminated against or harassed based on age, race, religion, disabili...
9. If you experienced discrimination, please check all that apply:
10. If you were discriminated against or harassed, did you discuss your concerns with anyone? If not, why?

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11. If you experienced discrimination or harassment, please identify the source(s), checking all that apply:
12. Would you describe your work environment as hostile?
13. If you experienced a hostile work environment, please identify the source(s), checking all that apply:
14. Work-related stress can include sleep problems, irritability, low mood, anxiety, feeling cynical and de...
15. I have adequate funding to achieve my goals.
16. If you have challenges with resources, please describe them:
17. I feel supported by my DAS team.
18. Creativity and innovation are encouraged and rewarded on our team.
19. I was fully briefed and prepared for the unique challenges of my DAS division.
20. What could have been done to help prepare you for your assignment?

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21. My leadership maintains high standards of honesty and integrity.
22. DAS leaders promote communication and collaboration among team members.
23. DAS leaders and the agency culture, support using behavioral health resources to manage stress.
24. Please identify barriers to utilizing behavioral health resources:
25. My leadership treats all staff with respect and dignity.
26. Team members are encouraged to speak up when they disagree with what is being said or done.
27. Team morale, on a scale of 1-10, 10 being the highest morale, where would you place yourself?
28. I trust my leadership to treat me fairly.
29. I feel supported by the agency.
30. In my present position, work related stress has adversely affected my home or personal life.

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31. My leadership trusts me to do my job competently.
32. On a scale of 1-10, 10 being the most distressed, how much stress do you feel as a result of environ...
33. Please describe specific nature of environmental factors impacting your stress level.
34. My leadership exhibits equitable and consistent behavior towards all staff.
35. I have witnessed or experienced hostile behaviors such as intimidation, harassment, bullying or singli...
36. If you witnessed or experienced hostile behaviors, did you discuss your concerns with anyone? If not,...
37. If you witnessed or experienced hostile behaviors, please identify the source(s), checking all that apply:

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39. Please describe any concerns with work expectations and deadlines:
40. My leadership takes a strategic approach to work assignments, for example work is assigned accordi...
41. I am able to consistently engage in daily activities for promoting resilience, health and wellness?
42. Please provide description (where appropriate) and indicate amount of time devoted to each of the ...
43. Identify barriers, if any, to engaging in resilience, health and wellness activities on a daily, consistent ...
44. I have small children at home that require supervision and care.
45. I do not have access to childcare.
46. I have school age children, that require academic guidance and supervision.
47. Schools will be closed or partially closed in my area, in the coming school year.
48. How much time each day, is required for: child/teen academic guidance: childcare and supervision:
49. I have elderly or disabled family I am providing direct care for.
50. How much time each day, is required for care of extended family members?
51. My family stress has increased due to the current COVID-19 pandemic.
52. Physical safety is a concern in my work area (including teleworking location).
53. My duty location status or work assignment has changed due to COVID19.
54. I have concerns about changes due to COVID negatively impacting my career path.
55. Please describe changes or concerns due to the COVID19 pandemic.
56. Is there anything else, not asked about on this survey, that is important for your leadership, DAS or t...

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