

# U.S. Patent and Trademark Office Survey 2000

**GENERAL COUNSEL**

Oct 2000

**SIROTA**  
Consulting

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## INTERPRETATION OF SURVEY DATA

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Questions are shown, grouped by the following subject areas:

|   |  |
|---|--|
| About USPTO                             | Efficiency/Effectiveness in My Work Unit |
| About My Business Unit                  | Training in My Work Unit                 |
| In My Business Unit                     | Other Issues in My Work Unit             |
| Compensation/Rewards/Recognition        | About Supervision                        |
| Treatment of others in My Business Unit | Overall Satisfaction                     |
| About My Work Unit                      | NPR Issues                               |
| In My Work Unit                         |  |

Under the question text are the groups (your total organization, supervisor, and non-supervisor -- if 10 or more respondents within a group) for which the data are computed: your group plus comparison population.

### # 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.

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- 2000 -

**%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 (%4 and %5) is positive. Unfavorable is generally %4 and %5 combined; Neutral is %3. An asterisk (\*) in the UNFAV indicates that 25% or more employees responded unfavorably.

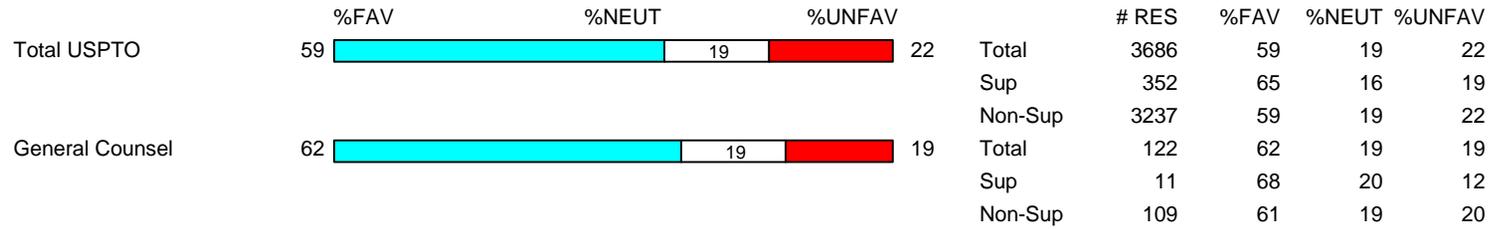
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Note: In the case that fewer than ten employees responded to a question, the line of data for that question has been dropped from the report.

## **DIMENSION SUMMARY**

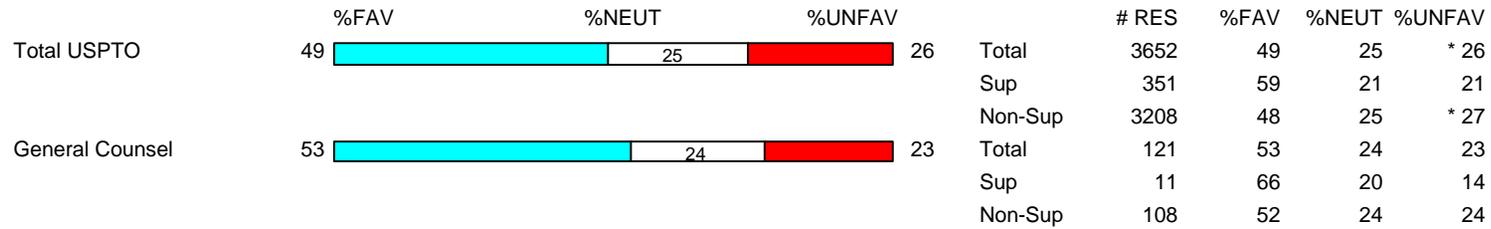
**ABOUT USPTO**

2000



**ABOUT MY BUSINESS UNIT**

2000



**IN MY BUSINESS UNIT**

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|                 | %FAV | %NEUT | %UNFAV |         | # RES | %FAV | %NEUT | %UNFAV |
|-----------------|------|-------|--------|---------|-------|------|-------|--------|
| Total USPTO     | 53   | 22    | 25     | Total   | 3670  | 53   | 22    | * 25   |
|                 |      |       |        | Sup     | 349   | 66   | 16    | 18     |
|                 |      |       |        | Non-Sup | 3225  | 51   | 23    | * 26   |
| General Counsel | 53   | 22    | 25     | Total   | 122   | 53   | 22    | * 25   |
|                 |      |       |        | Sup     | 11    | 70   | 15    | 15     |
|                 |      |       |        | Non-Sup | 109   | 51   | 22    | * 27   |

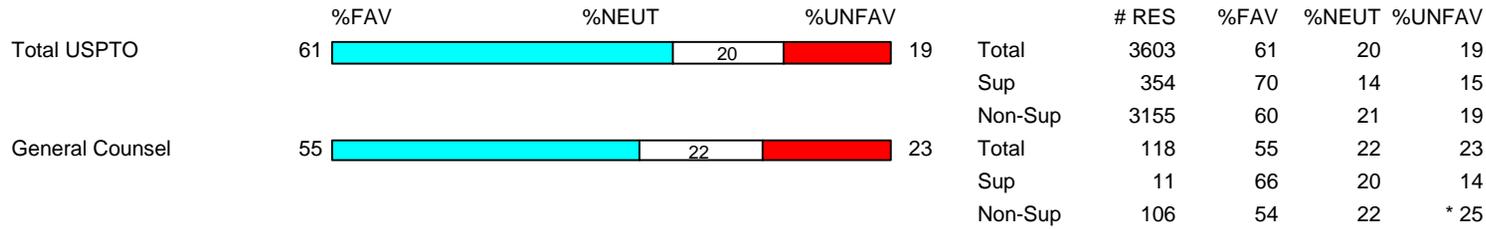
**COMPENSATION/REWARDS/RECOGNITION**

2000

|                 | %FAV | %NEUT | %UNFAV |         | # RES | %FAV | %NEUT | %UNFAV |
|-----------------|------|-------|--------|---------|-------|------|-------|--------|
| Total USPTO     | 35   | 19    | 46     | Total   | 3717  | 35   | 19    | * 46   |
|                 |      |       |        | Sup     | 351   | 44   | 18    | * 39   |
|                 |      |       |        | Non-Sup | 3269  | 34   | 19    | * 47   |
| General Counsel | 36   | 20    | 44     | Total   | 122   | 36   | 20    | * 44   |
|                 |      |       |        | Sup     | 11    | 57   | 22    | 22     |
|                 |      |       |        | Non-Sup | 109   | 34   | 20    | * 46   |

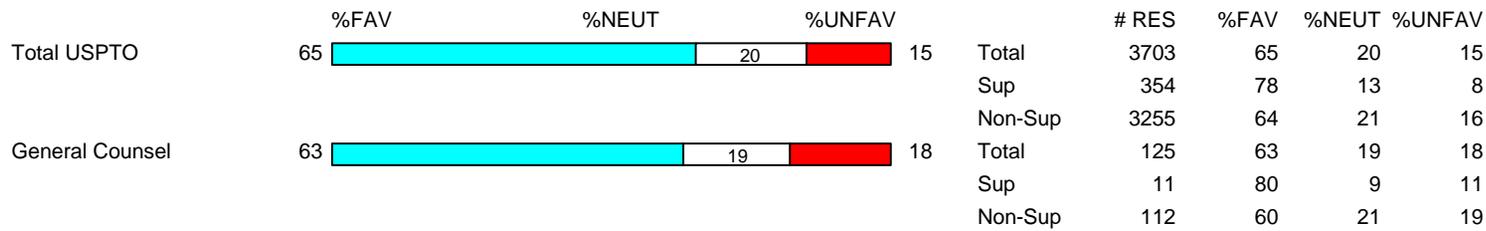
**TREATMENT OF OTHERS IN MY BUSINESS UNIT**

2000



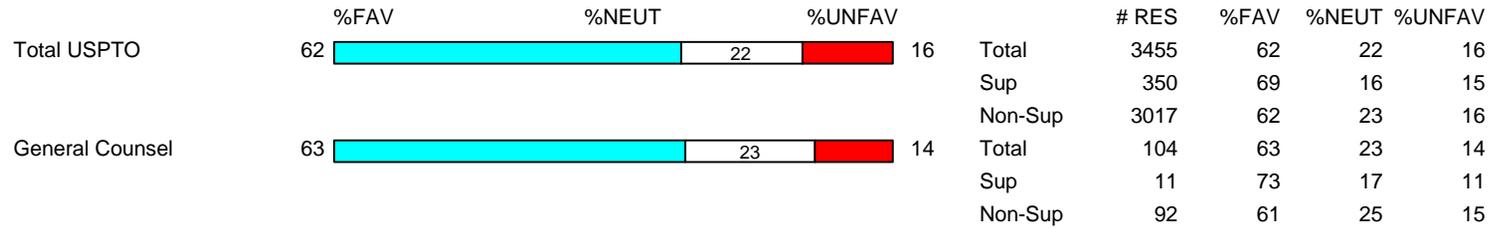
**ABOUT MY WORK UNIT**

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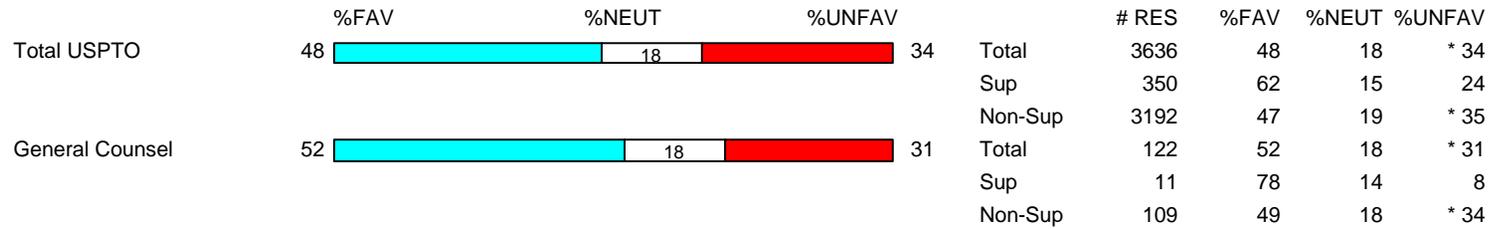
**IN MY WORK UNIT**

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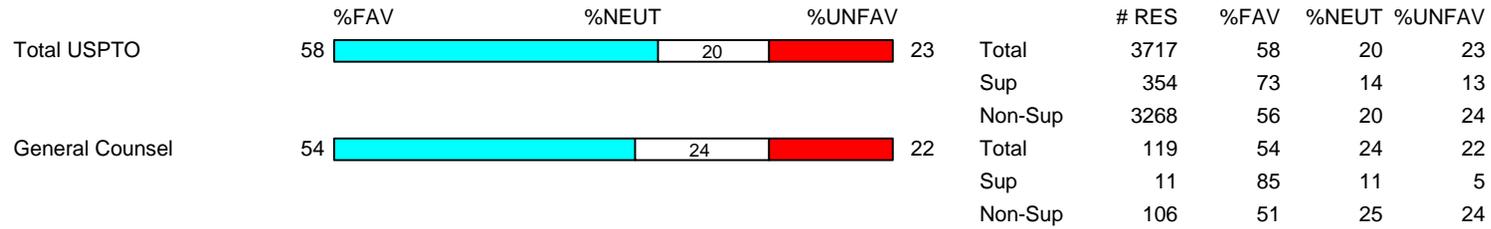
**EFFICIENCY/EFFECTIVENESS IN MY WORK UNIT**

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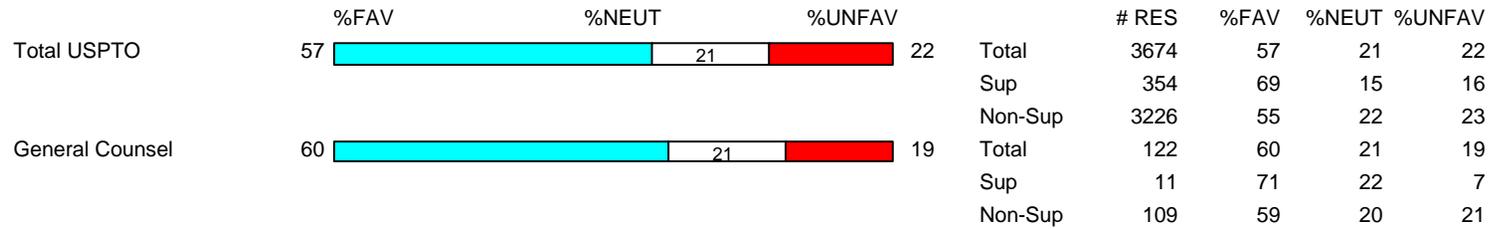
**TRAINING IN MY WORK UNIT**

2000

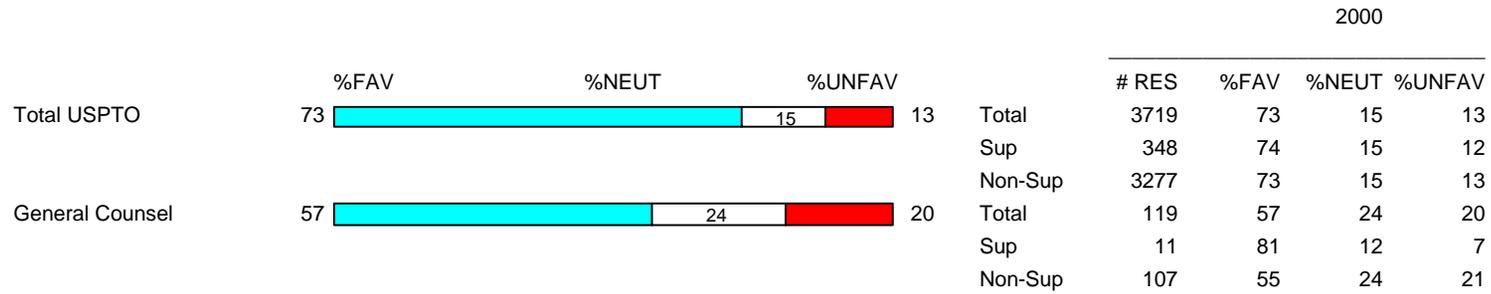


**OTHER ISSUES IN MY WORK UNIT**

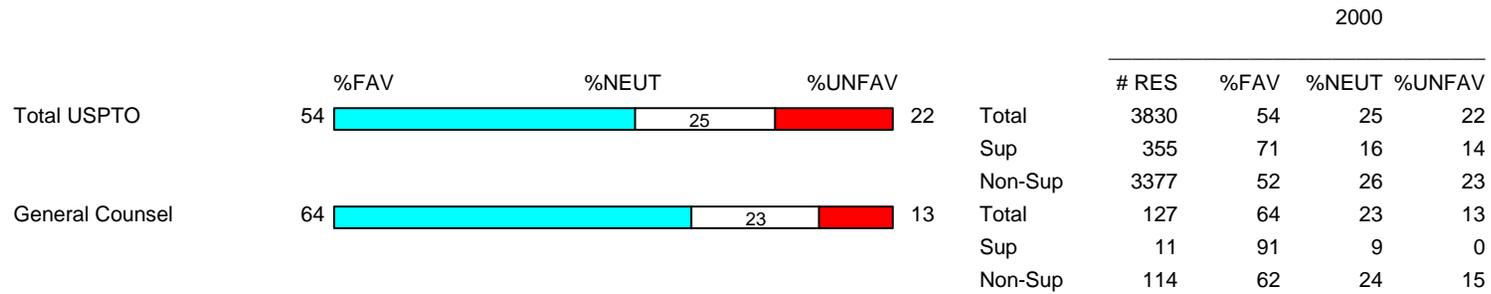
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**ABOUT SUPERVISION**

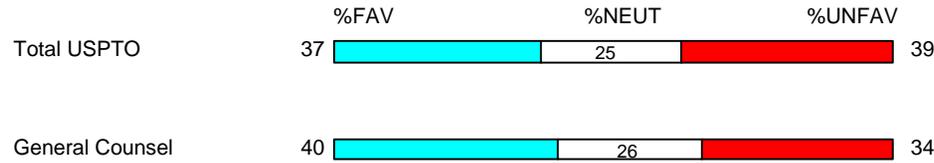


**OVERALL SATISFACTION**



**NPR ISSUES**

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|         | # RES | %FAV | %NEUT | %UNFAV |
|---------|-------|------|-------|--------|
| Total   | 2782  | 37   | 25    | * 39   |
| Sup     | 312   | 47   | 22    | * 30   |
| Non-Sup | 2414  | 35   | 25    | * 40   |
| Total   | 87    | 40   | 26    | * 34   |
| Sup     | 11    | 54   | 28    | 18     |
| Non-Sup | 76    | 39   | 26    | * 35   |

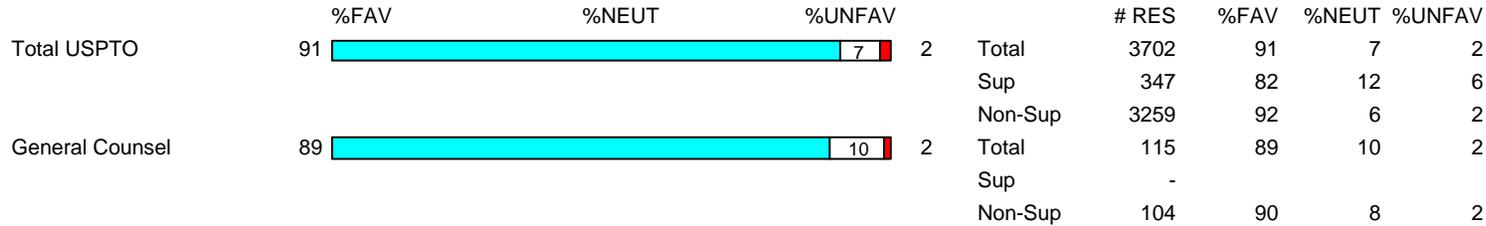
**ITEM DETAIL**

**ABOUT USPTO**

Q.20 How satisfied are you with midday flex procedures?

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

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Q.18 How satisfied are you with the current range of work hours?

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

2000



Q.17 How satisfied are you with the current sign in/out procedures?

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

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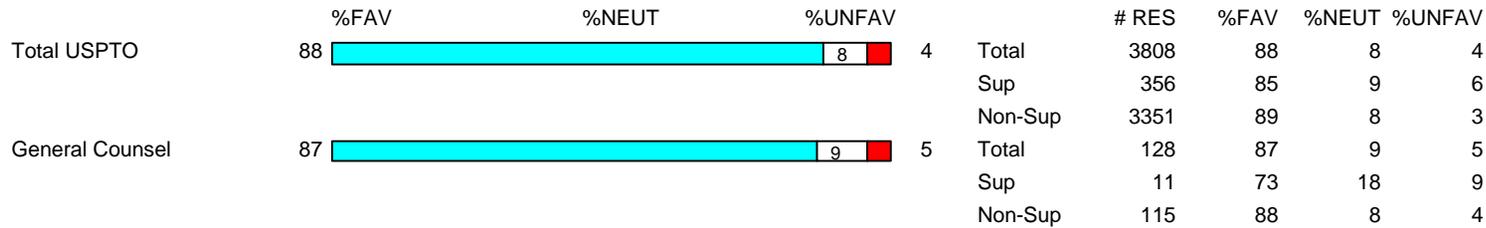


**ABOUT USPTO CONT.**

Q.19 How satisfied are you with business casual dress?

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

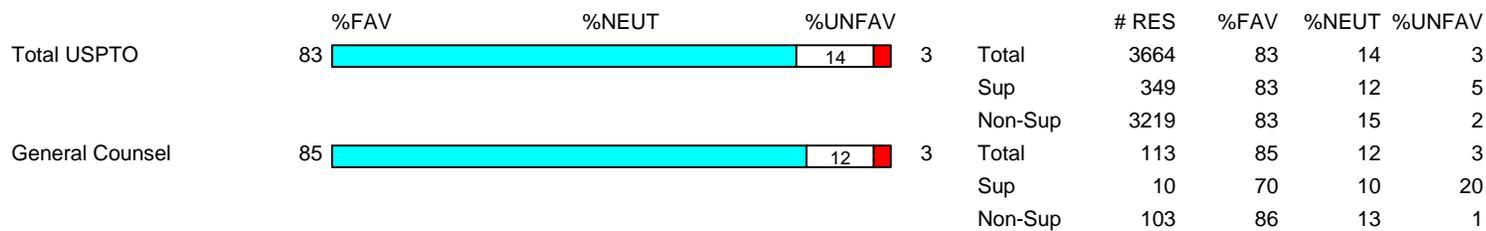
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Q.21 How satisfied are you with the ability to use leave in 15-minute increments?

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

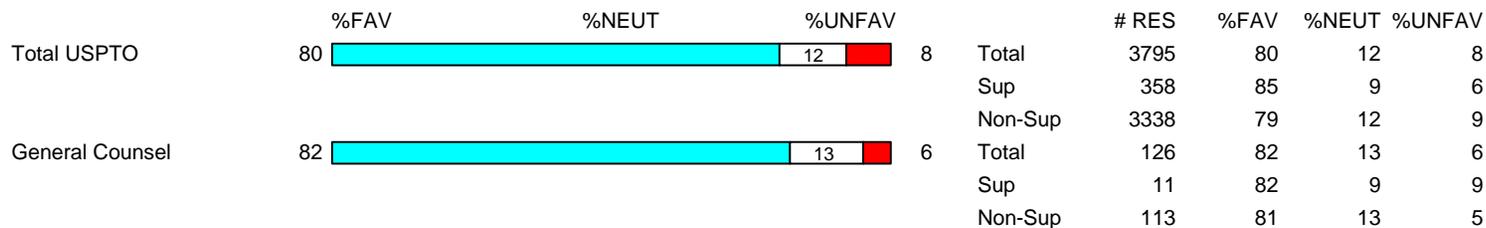
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Q.4 Agree or Disagree: I understand the Mission, Vision and Values of the USPTO

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

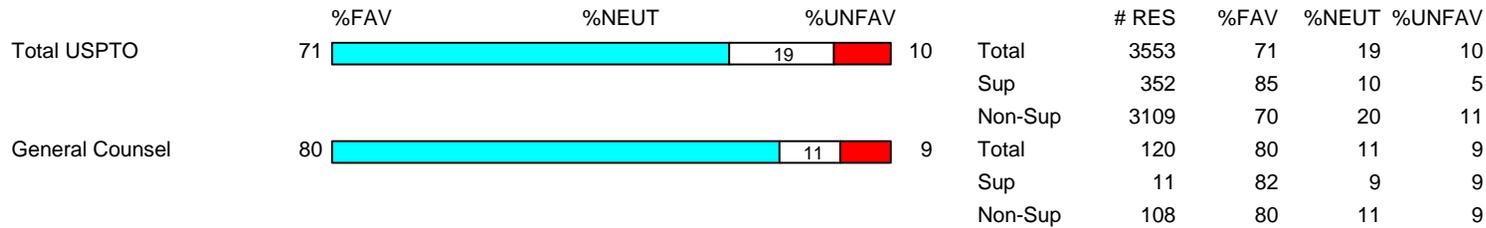
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**ABOUT USPTO CONT.**

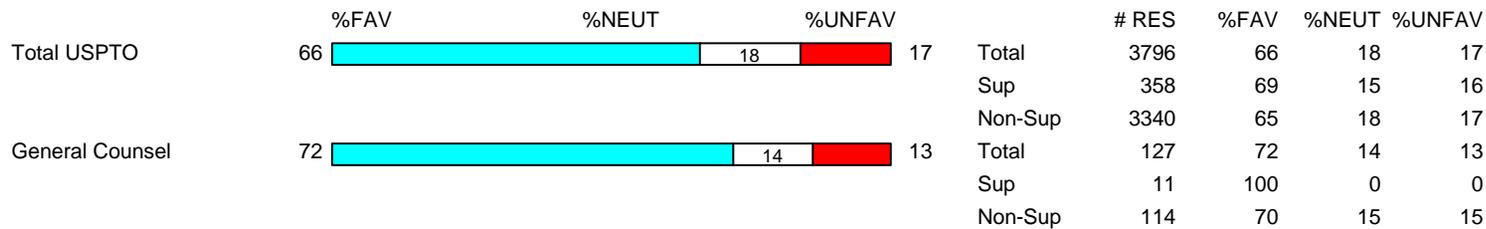
Q.12 Agree or Disagree: Programs that help employees deal with work and family responsibilities are provided  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



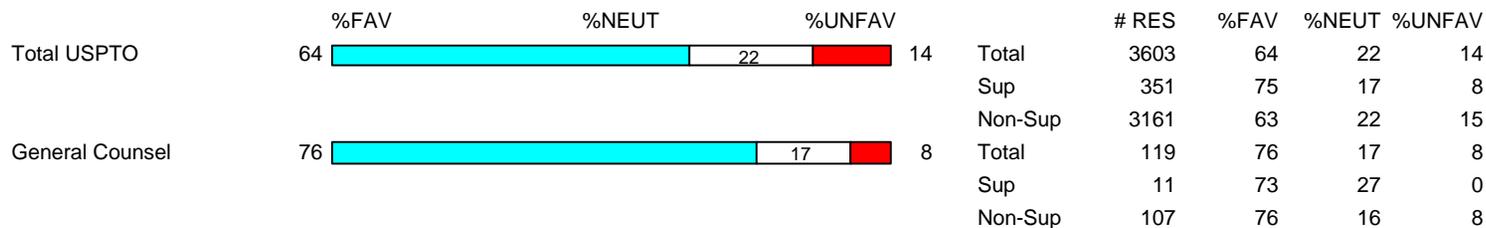
Q.5 Agree or Disagree: USPTO is innovative (develops and uses new ideas, products, technologies)  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

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Q.13 Agree or Disagree: Programs that encourage good health practices are supported  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

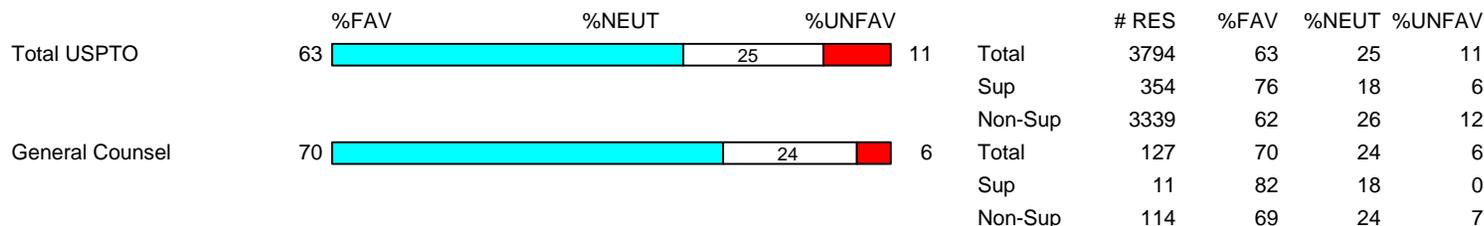
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**ABOUT USPTO CONT.**

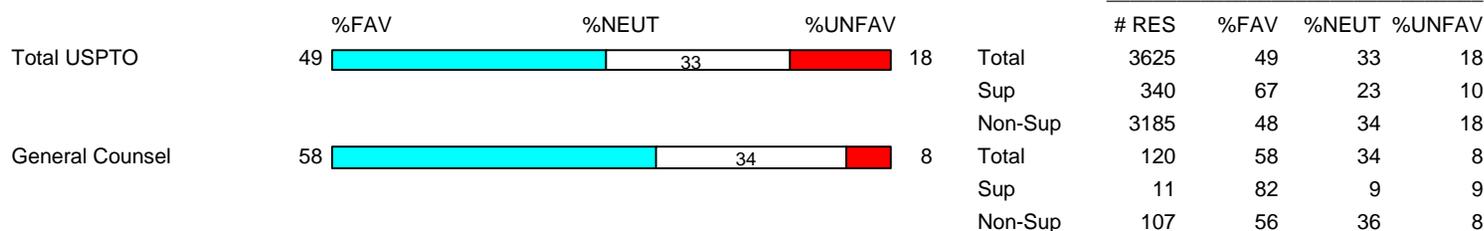
Q.16 Agree or Disagree: I feel proud to work for the USPTO  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

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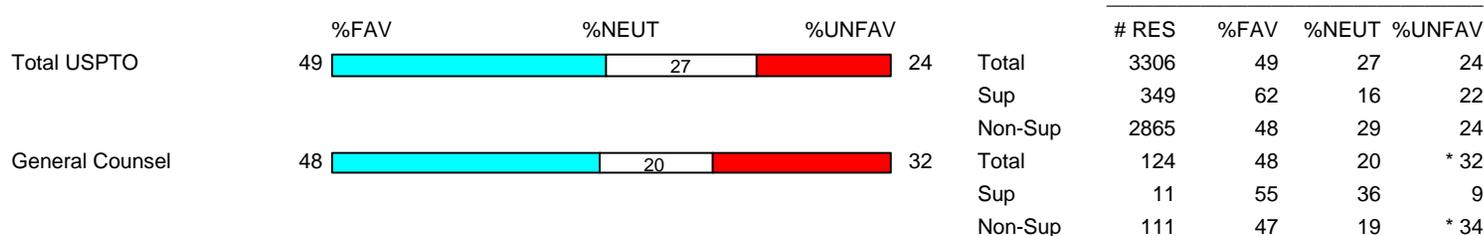
Q.3 How would you rate the USPTO as a place to work, compared with other employers you know about?  
 1=One of the Worst Companies to Work For 2=Below Average 3=Average 4=Above Average 5=One of the Best

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Q.15 Agree or Disagree: Communication has improved over the last 2 years  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

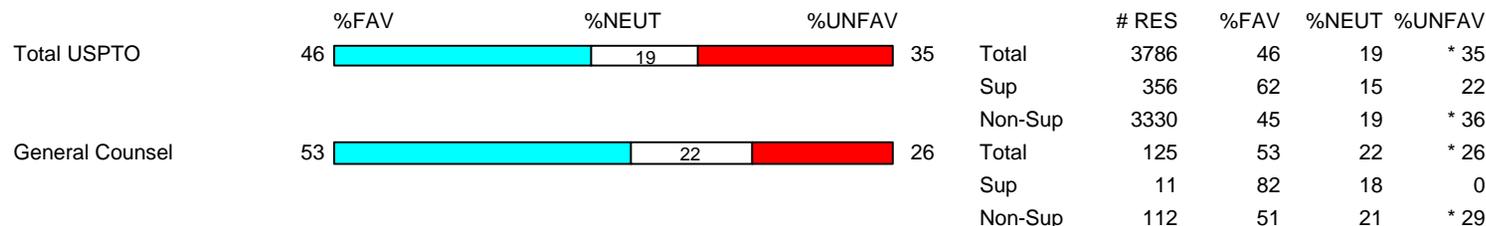
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**ABOUT USPTO CONT.**

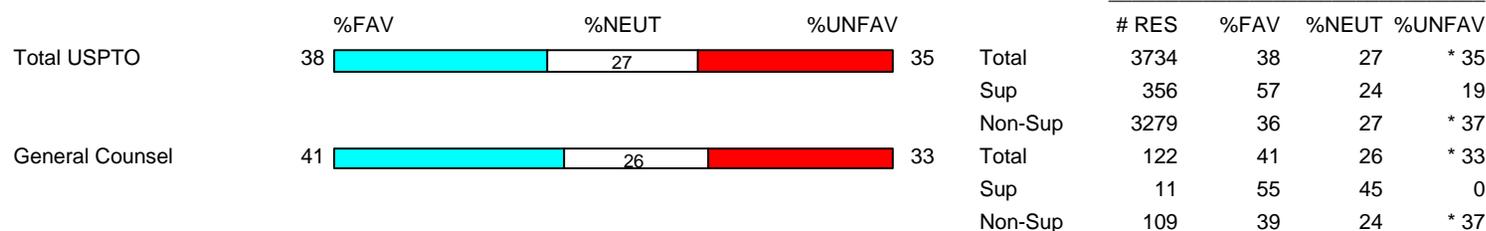
Q.6 Agree or Disagree: USPTO strives for excellence in all aspects of its business  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

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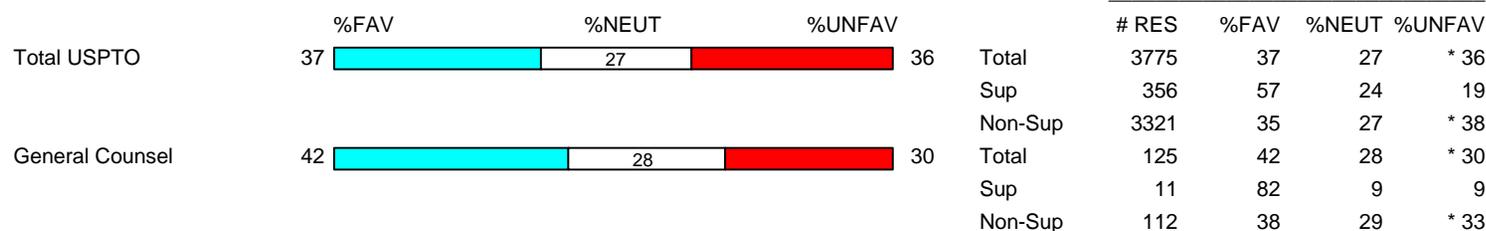
Q.11 Agree or Disagree: I feel the management of the USPTO trusts and respects me  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

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Q.10 Agree or Disagree: I trust and respect the management of the USPTO  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

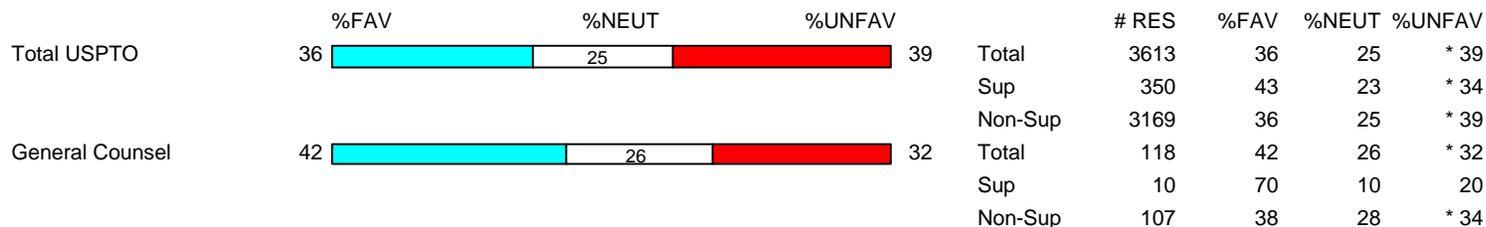
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**ABOUT USPTO CONT.**

Q.9 Agree or Disagree: USPTO conducts its business in a cost-effective/efficient manner  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

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Q.7 Agree or Disagree: The different parts of USPTO cooperate with each other in the interest of high quality performance of USPTO as a whole

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

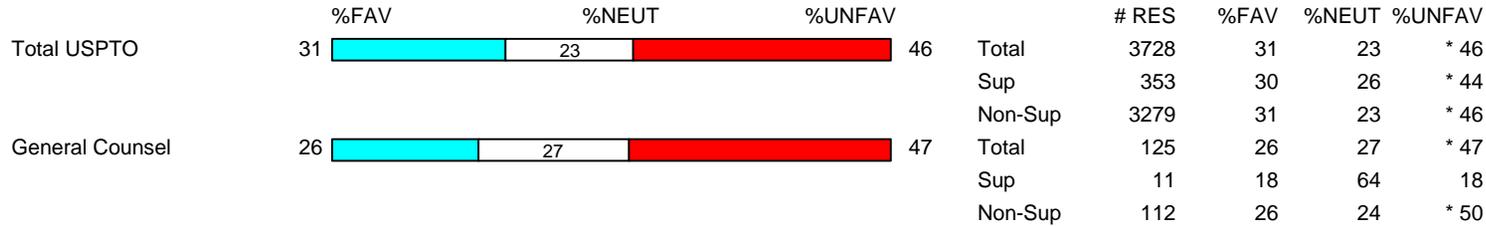
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**ABOUT USPTO CONT.**

Q.14 Agree or Disagree: There is effective communication across the USPTO  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

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Q.8 Agree or Disagree: Management and the union(s) work cooperatively on mutual problems  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

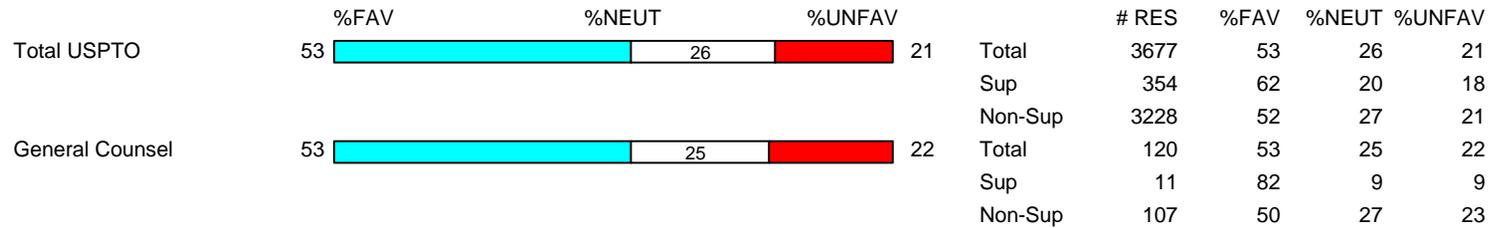
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**ABOUT MY BUSINESS UNIT**

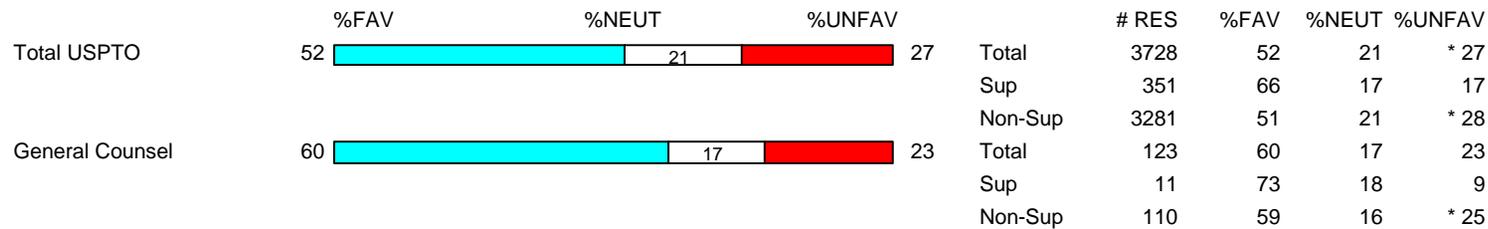
Q.22 Agree or Disagree: My Business Unit is innovative (develops and uses new ideas, products, technologies)  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

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Q.23 Agree or Disagree: My Business Unit strives for excellence in all aspects of its business  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

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**ABOUT MY BUSINESS UNIT CONT.**

Q.24 Agree or Disagree: My Business Unit has a cooperative environment (i.e., the various parts of the Business Unit working together in the interest of the organization as a whole)

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

2000

|                 | %FAV | %NEUT | %UNFAV |         | # RES | %FAV | %NEUT | %UNFAV |
|-----------------|------|-------|--------|---------|-------|------|-------|--------|
| Total USPTO     | 48   | 23    | 29     | Total   | 3696  | 48   | 23    | * 29   |
|                 |      |       |        | Sup     | 352   | 57   | 19    | * 25   |
|                 |      |       |        | Non-Sup | 3251  | 48   | 23    | * 29   |
| General Counsel | 48   | 26    | 26     | Total   | 121   | 48   | 26    | * 26   |
|                 |      |       |        | Sup     | 11    | 73   | 9     | 18     |
|                 |      |       |        | Non-Sup | 108   | 45   | 27    | * 28   |

Q.25 Agree or Disagree: My Business Unit conducts its business in a cost-effective/efficient manner

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

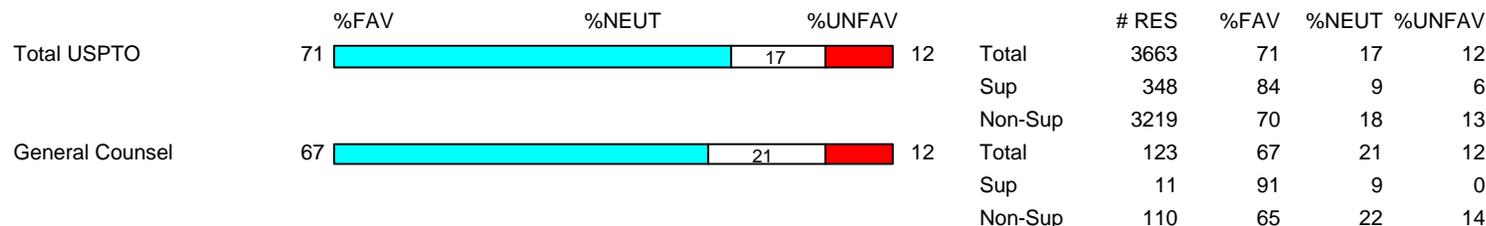
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|                 | %FAV | %NEUT | %UNFAV |         | # RES | %FAV | %NEUT | %UNFAV |
|-----------------|------|-------|--------|---------|-------|------|-------|--------|
| Total USPTO     | 42   | 30    | 28     | Total   | 3505  | 42   | 30    | * 28   |
|                 |      |       |        | Sup     | 346   | 51   | 27    | 22     |
|                 |      |       |        | Non-Sup | 3072  | 42   | 30    | * 28   |
| General Counsel | 51   | 29    | 20     | Total   | 119   | 51   | 29    | 20     |
|                 |      |       |        | Sup     | 11    | 36   | 45    | 18     |
|                 |      |       |        | Non-Sup | 107   | 52   | 27    | 21     |

**IN MY BUSINESS UNIT**

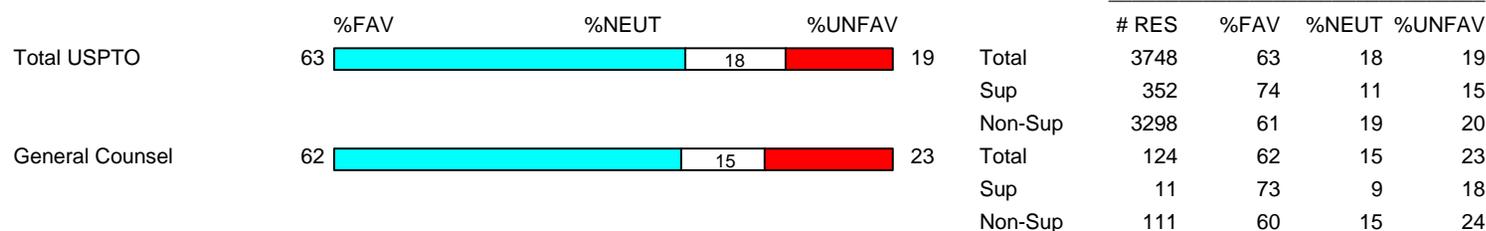
Q.31 Agree or Disagree: Supervisors/team leaders understand and support employee's family/personal life responsibilities  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

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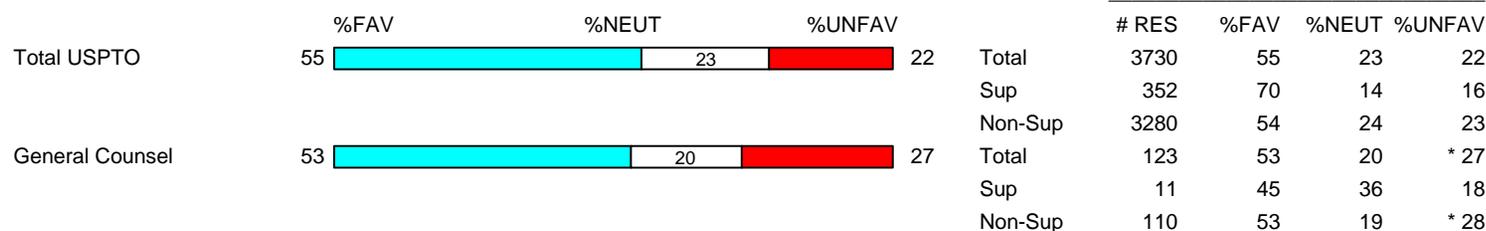
Q.27 Agree or Disagree: Leader(s) communicate goals  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

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Q.26 Agree or Disagree: Leader(s) communicate the Business Unit's Mission, Vision and Values  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

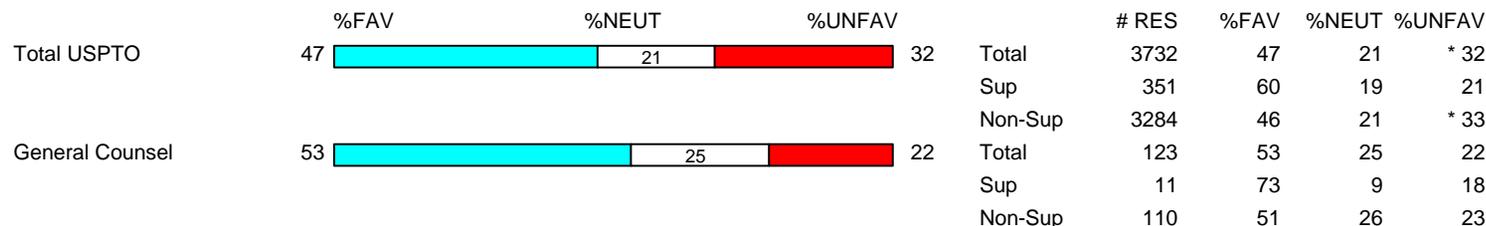
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**IN MY BUSINESS UNIT CONT.**

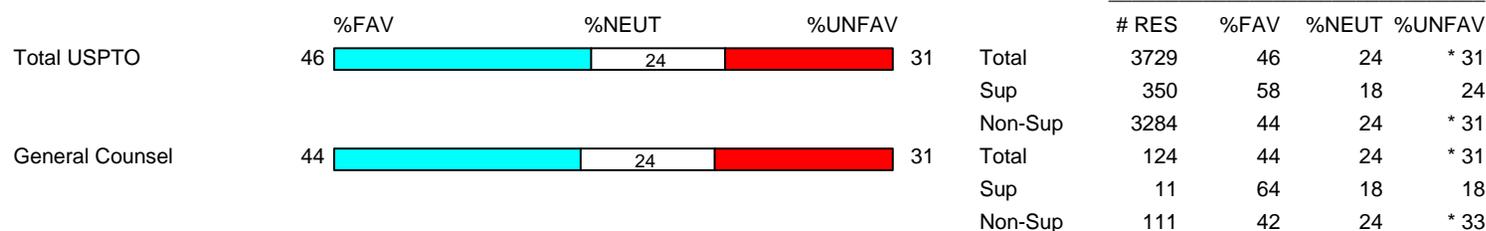
Q.30 Agree or Disagree: Leaders demonstrate that quality is important in their day-to-day activities  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

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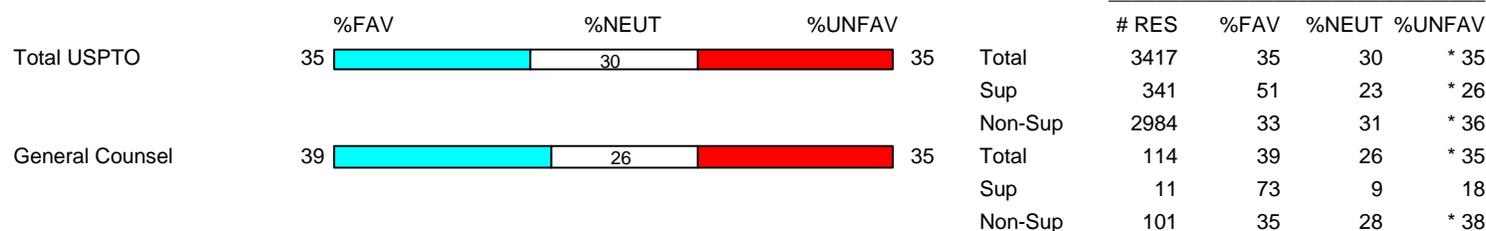
Q.28 Agree or Disagree: Leader(s) provide an environment that supports employee involvement  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

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Q.29 Agree or Disagree: Leaders follow up on employee suggestions for improvements  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

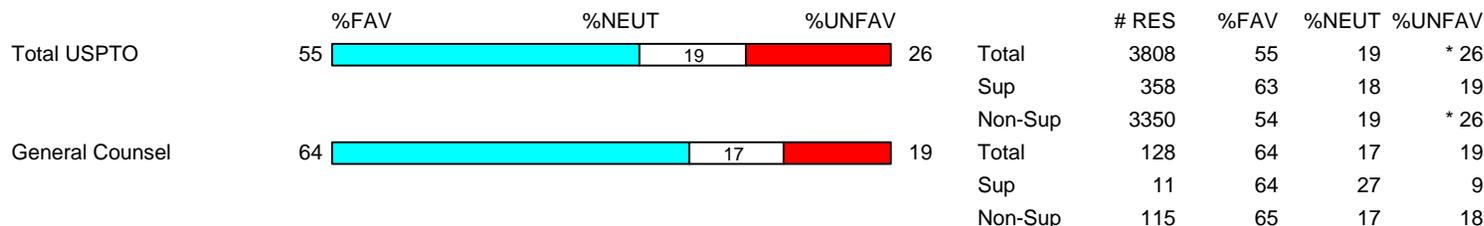
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**COMPENSATION/REWARDS/RECOGNITION**

Q.35 Agree or Disagree: I am satisfied with my benefits package  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

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Q.36 Agree or Disagree: I have opportunities for advancement  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

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Q.38 Agree or Disagree: Recognition and rewards are based on merit  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

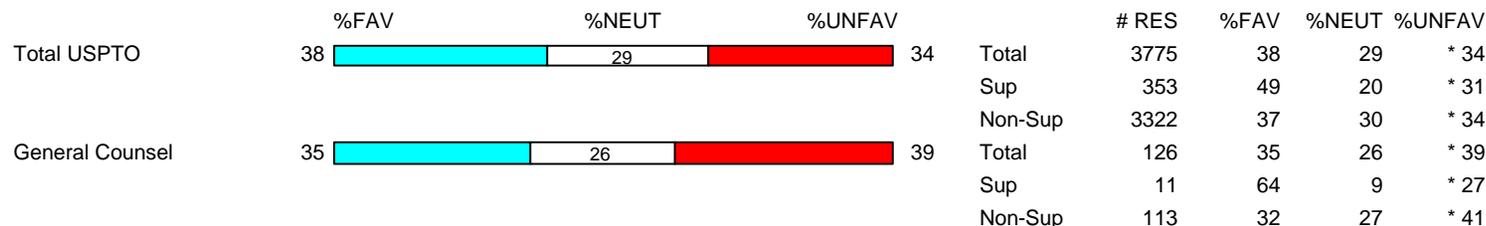
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**COMPENSATION/REWARDS/RECOGNITION CONT.**

Q.39 How satisfied are you with the recognition you receive for doing a good job?  
 1=Very Dissatisfied 2=Dissatisfied 3=Neither Satisfied Nor Dissatisfied 4=Satisfied 5=Very Satisfied

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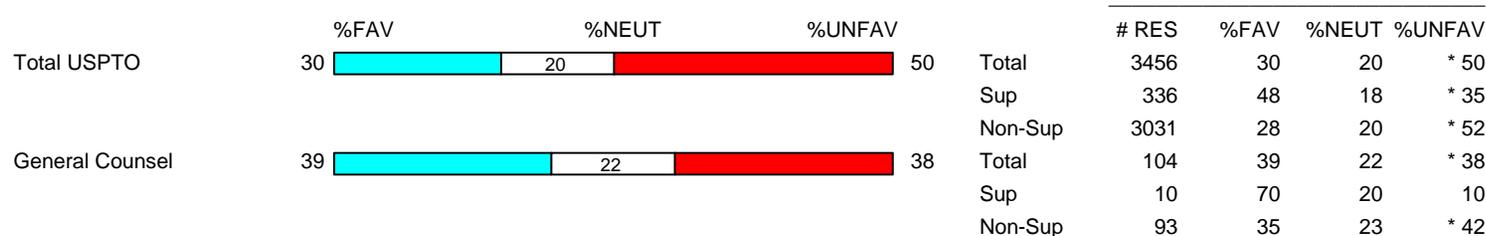
Q.37 Agree or Disagree: Employees are rewarded for providing high quality products and services  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

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Q.33 Agree or Disagree: My pay is fair, based on the work I do, compared to other Federal Agencies  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

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**COMPENSATION/REWARDS/RECOGNITION CONT.**

Q.32 Agree or Disagree: My pay is fair, based on the work I do  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

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Q.34 Agree or Disagree: My pay is fair, based on the work I do, compared to private industry  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

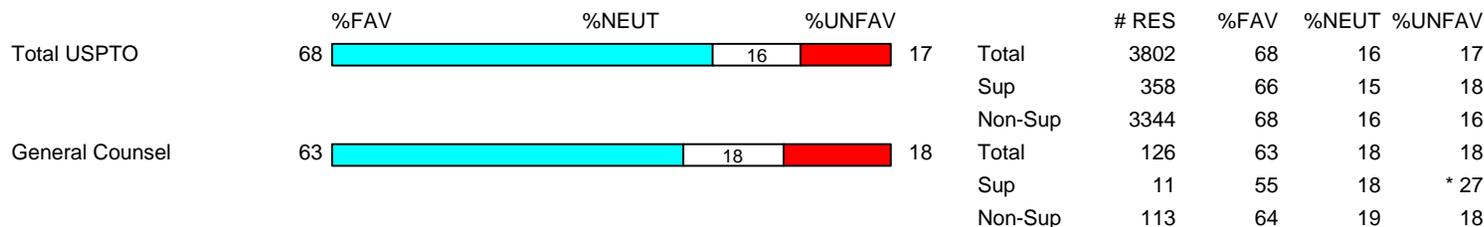
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**TREATMENT OF OTHERS IN MY BUSINESS UNIT**

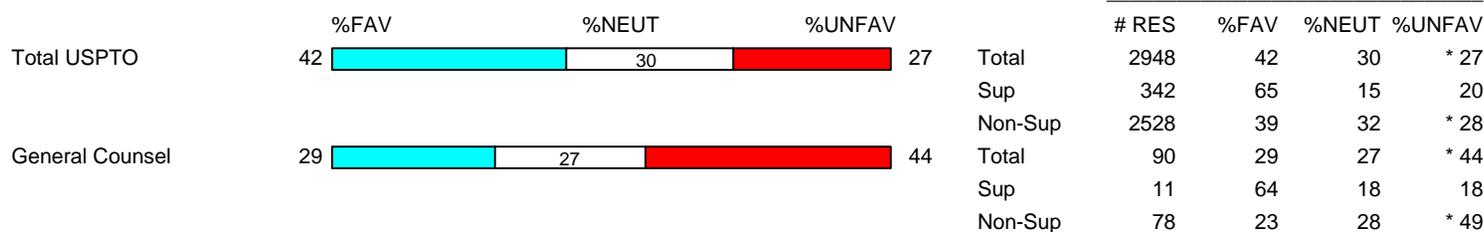
Q.40 Agree or Disagree: People act professionally  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

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Q.41 Agree or Disagree: Disciplinary actions are applied fairly to employees  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000

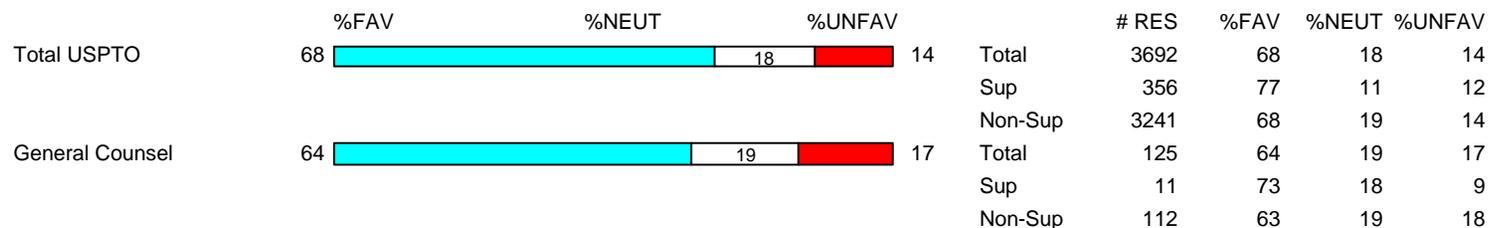


**TREATMENT OF OTHERS IN MY BUSINESS UNIT CONT.**

Q.42 Agree or Disagree: Differences among individuals (e.g., gender, race, national origin, religion, age, cultural background, disability, etc.) are respected and valued

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

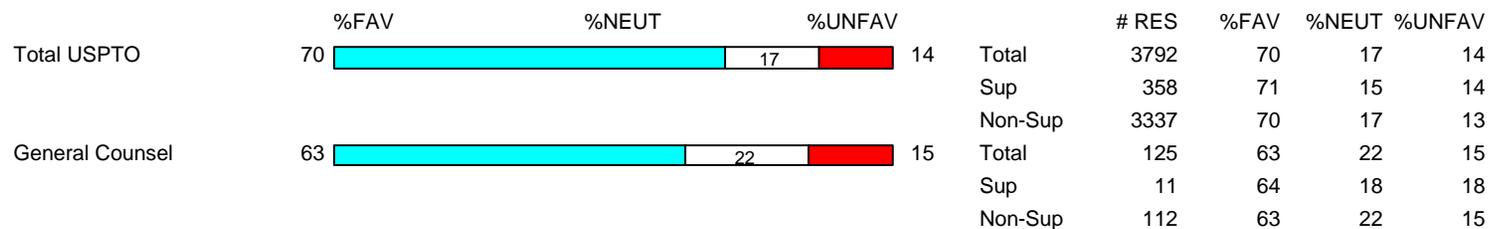
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Q.43 Agree or Disagree: People treat each other with respect

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

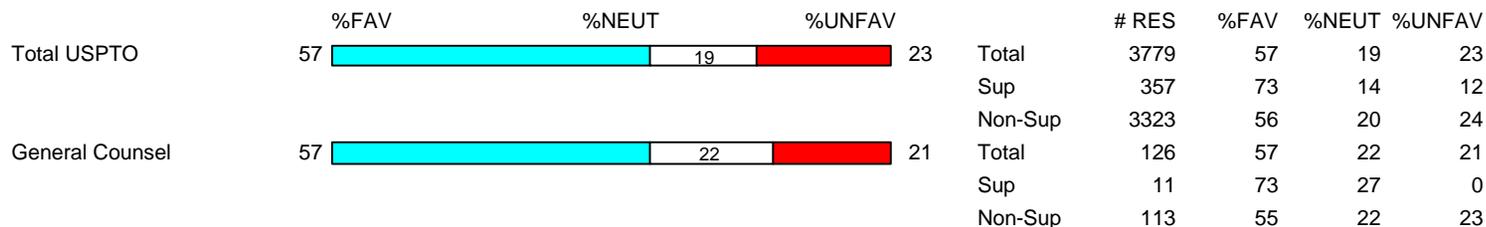
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**TREATMENT OF OTHERS IN MY BUSINESS UNIT CONT.**

Q.44 Agree or Disagree: Management treats you with respect  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

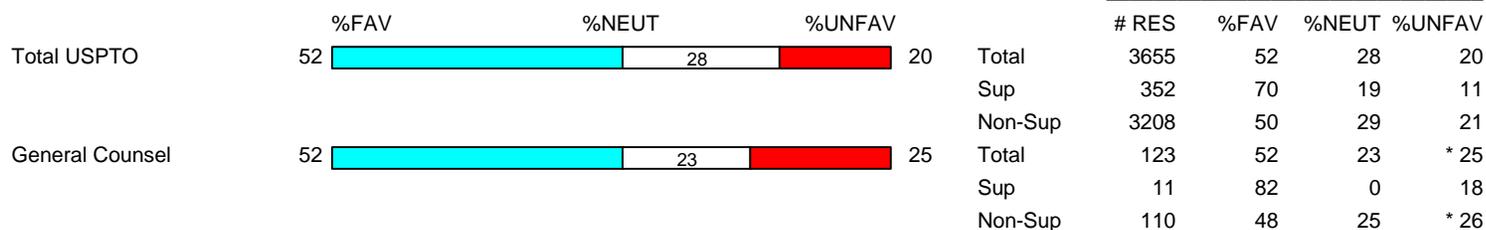
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**ABOUT MY WORK UNIT**

Q.45 Agree or Disagree: My Work Unit is innovative (develops and uses new ideas, products, technologies)  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

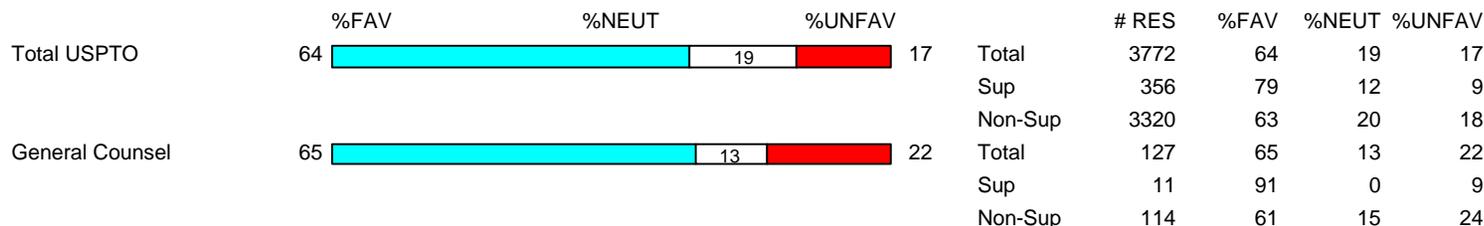
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**ABOUT MY WORK UNIT CONT.**

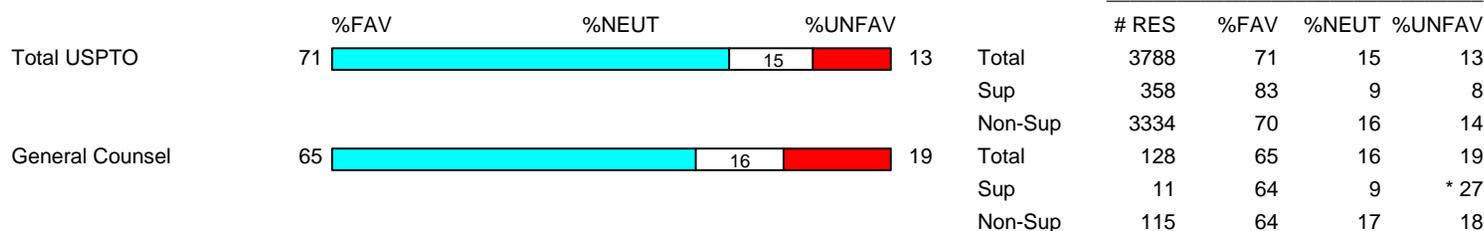
Q.46 Agree or Disagree: My Work Unit strives for excellence in all aspects of its work  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



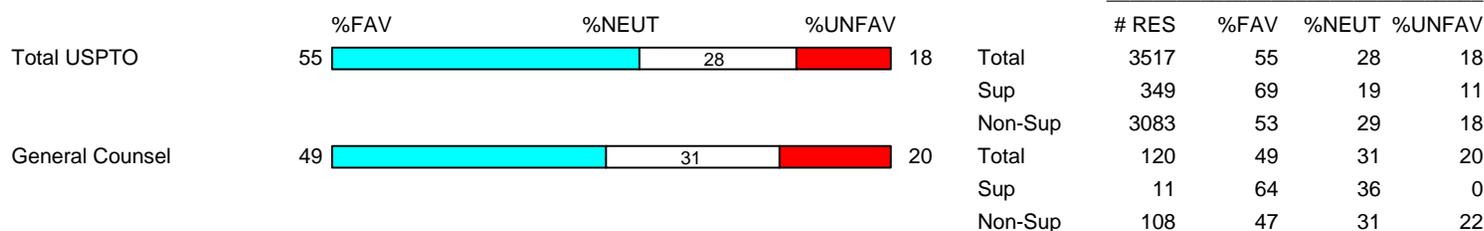
Q.47 Agree or Disagree: My Work Unit has a cooperative environment  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



Q.48 Agree or Disagree: My Work Unit conducts its work in a cost-effective/efficient manner  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

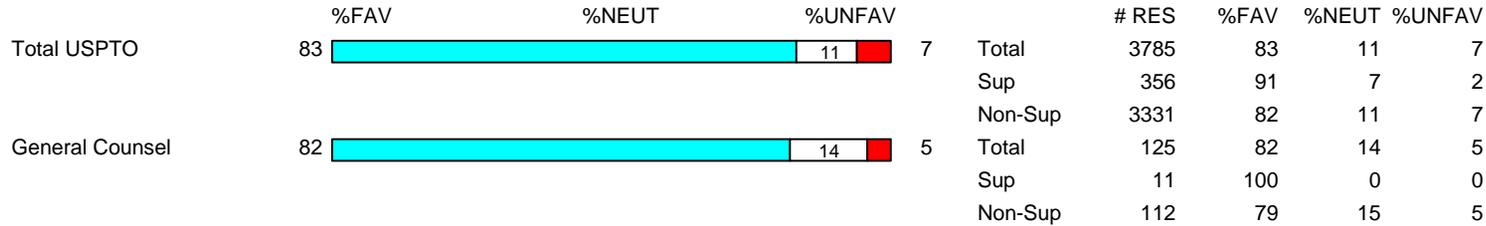
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**ABOUT MY WORK UNIT CONT.**

Q.49 Agree or Disagree: I understand the goals of my Work Unit  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

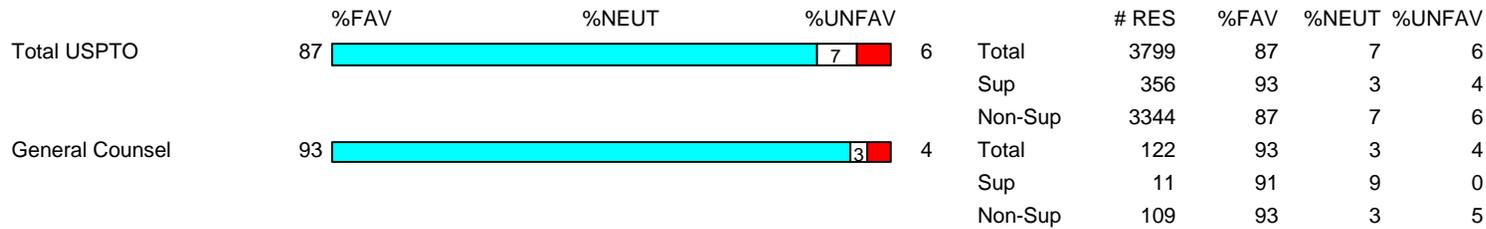
2000



**IN MY WORK UNIT**

Q.50 Agree or Disagree: We have a good understanding of who our customers are  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

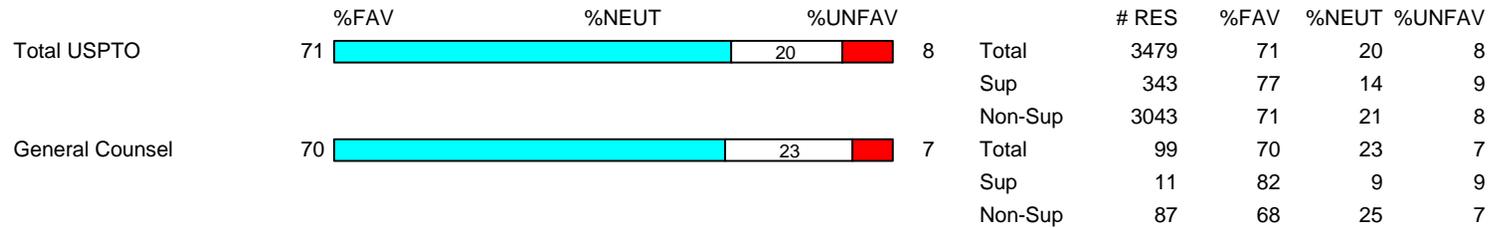
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**IN MY WORK UNIT CONT.**

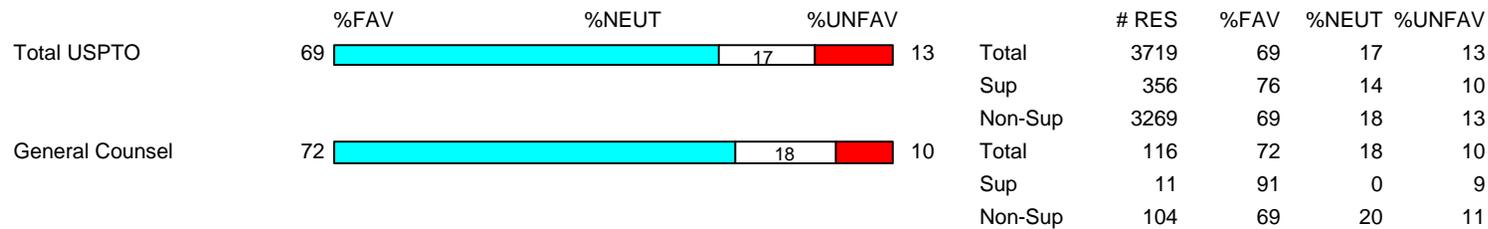
Q.55 Agree or Disagree: There are service goals aimed at meeting customer expectations  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



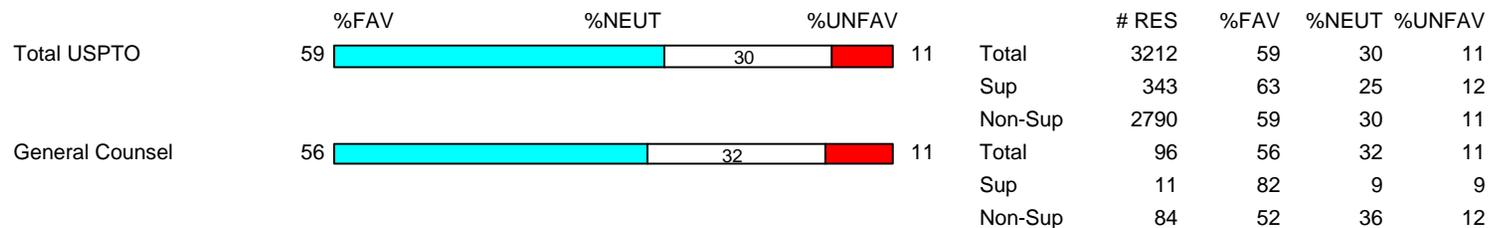
Q.51 Agree or Disagree: Products, services, and work processes are designed to meet customer needs and expectations  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



Q.54 Agree or Disagree: Our customers are satisfied with our products/services  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000

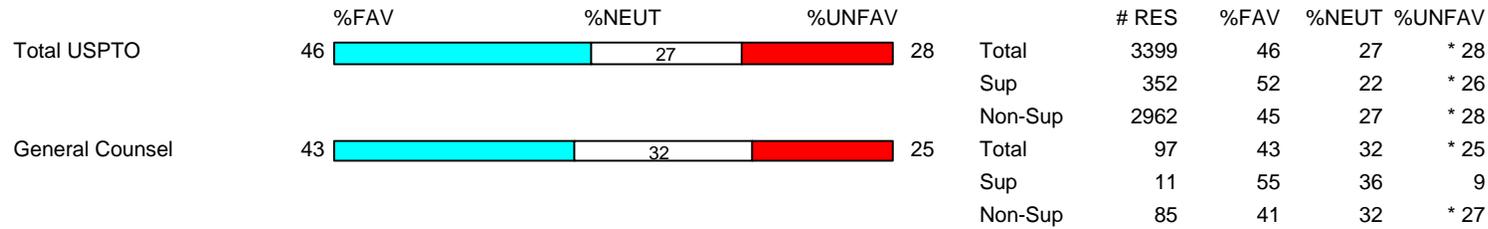


**IN MY WORK UNIT CONT.**

Q.52 Agree or Disagree: There are well-defined systems for linking customers' feedback and complaints to employees who can act on the information

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

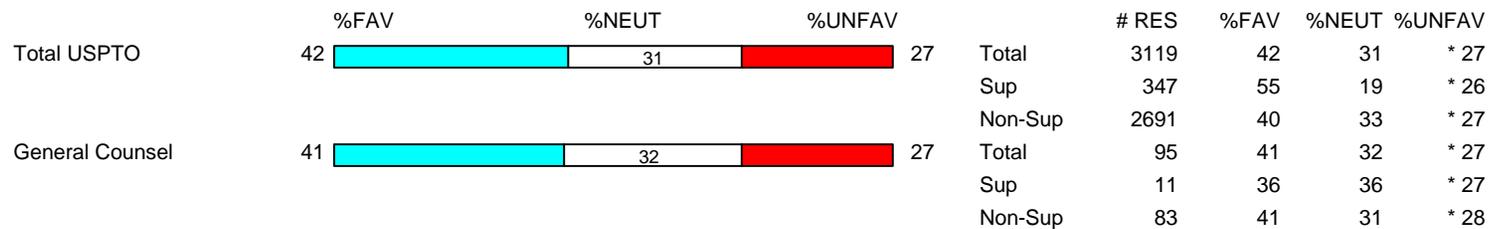
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Q.53 Agree or Disagree: We have an effective customer complaint handling process

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

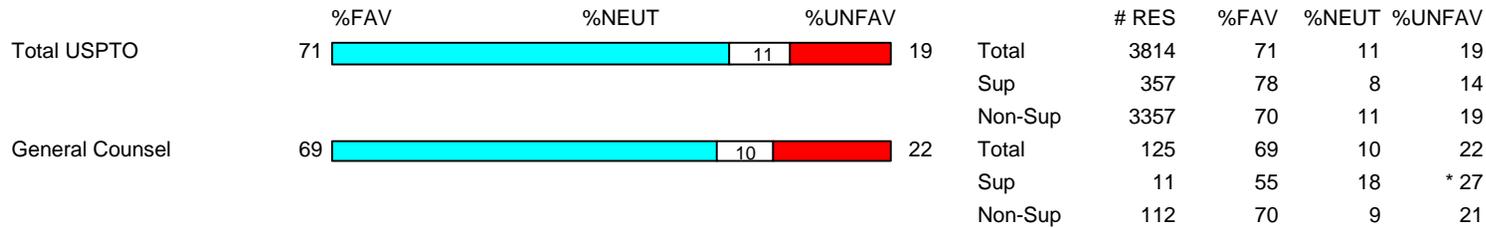
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**EFFICIENCY/EFFECTIVENESS IN MY WORK UNIT**

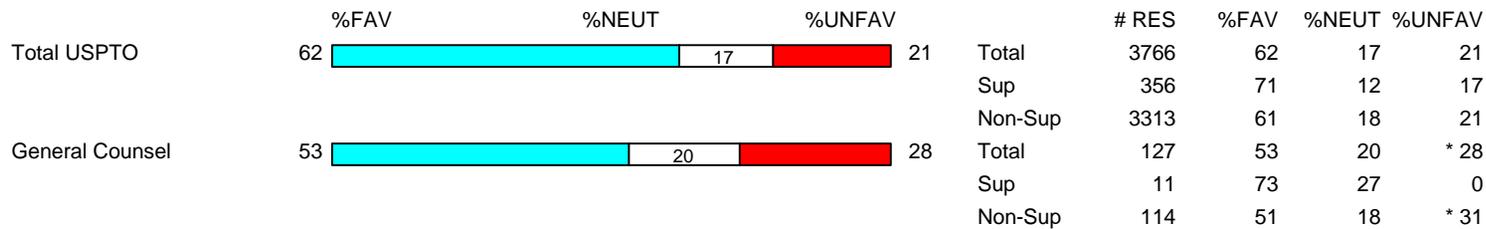
Q.57 Agree or Disagree: My workspace allows me to effectively perform my job  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



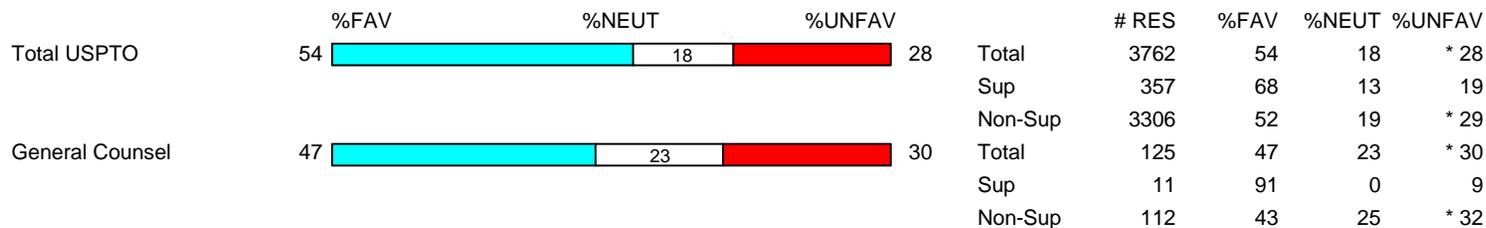
Q.56 Agree or Disagree: We are organized effectively to get the work done  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



Q.61 Agree or Disagree: Employees are kept informed on issues affecting their jobs  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

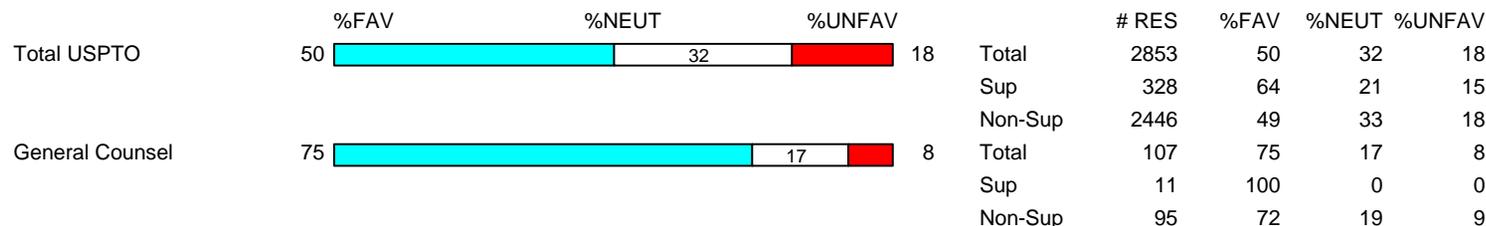
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**EFFICIENCY/EFFECTIVENESS IN MY WORK UNIT CONT.**

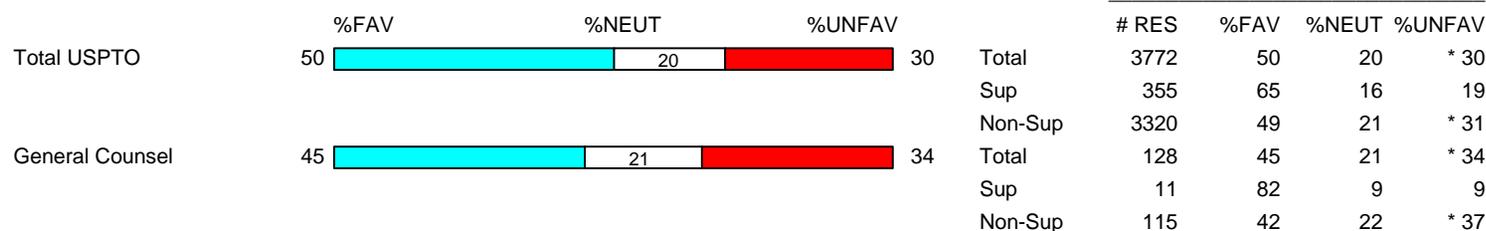
Q.63 Agree or Disagree: In the past 2 years, the productivity of my work unit has improved  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



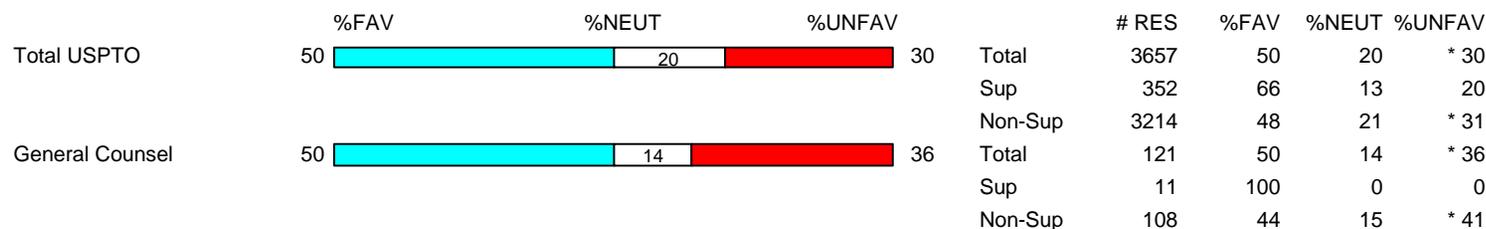
Q.62 Agree or Disagree: Employees receive information in a timely manner  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

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Q.60 Agree or Disagree: Distribution of work among employees is fair  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

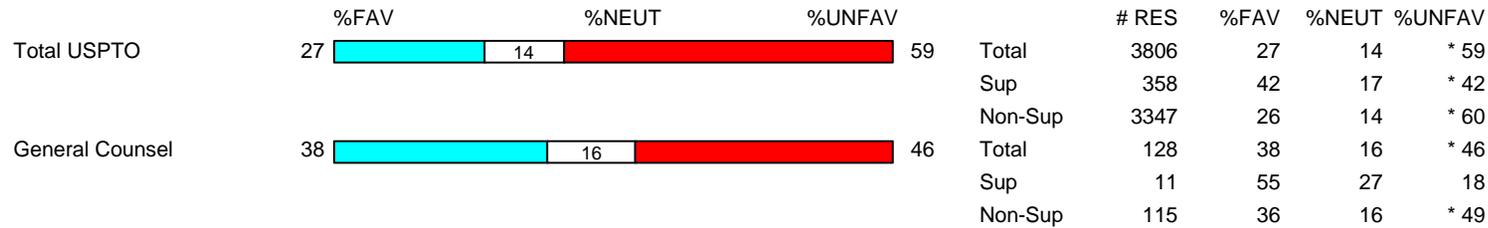
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**EFFICIENCY/EFFECTIVENESS IN MY WORK UNIT CONT.**

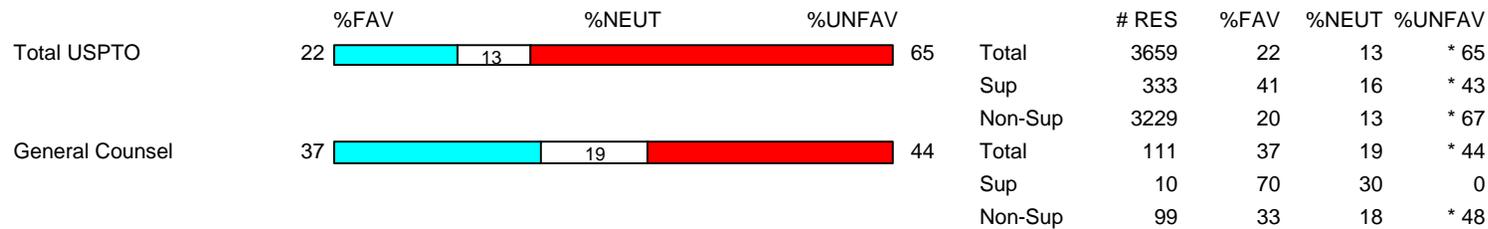
Q.58 Agree or Disagree: The amount of work is reasonable, allowing employees to provide high quality products and services  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

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Q.59 Agree or Disagree: The current production system allows employees time to produce quality products  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

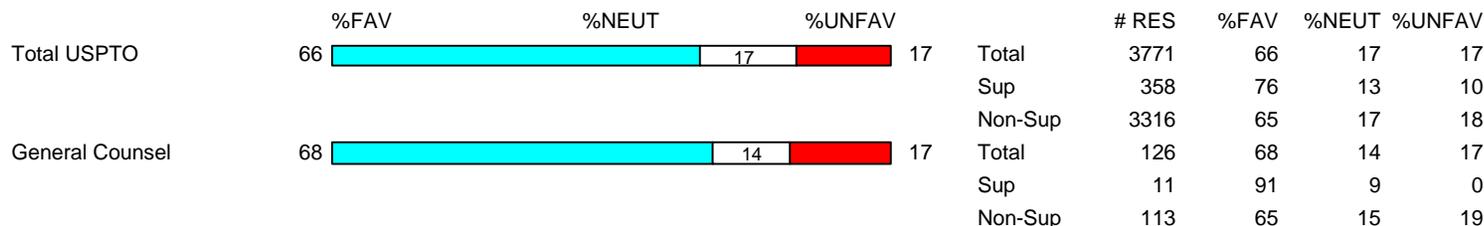
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**TRAINING IN MY WORK UNIT**

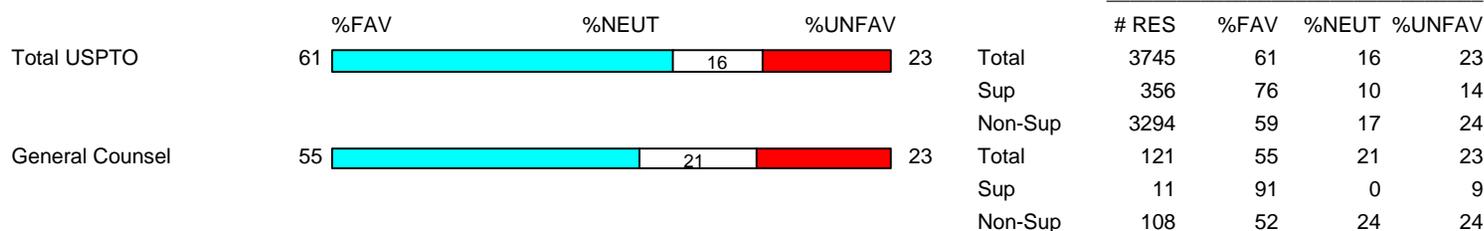
Q.64 Agree or Disagree: Employees have the job-relevant knowledge and skills necessary to accomplish organizational goals  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



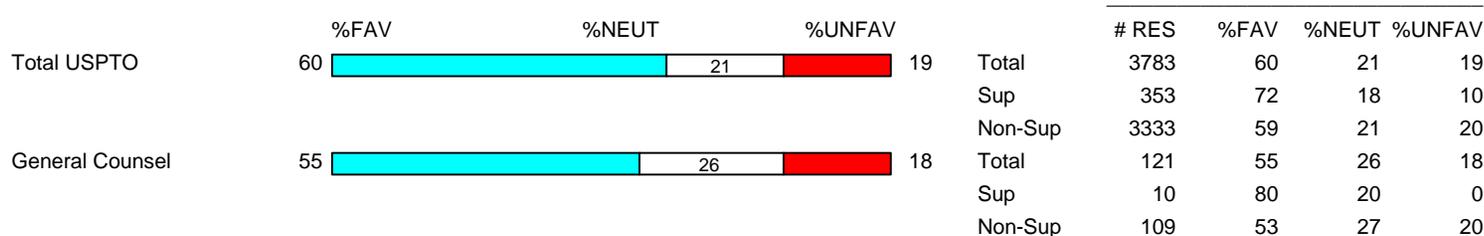
Q.66 Agree or Disagree: Employees are provided with training when new technologies and tools are introduced  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

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Q.68 Agree or Disagree: The training I receive allows me to more effectively do my job  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000

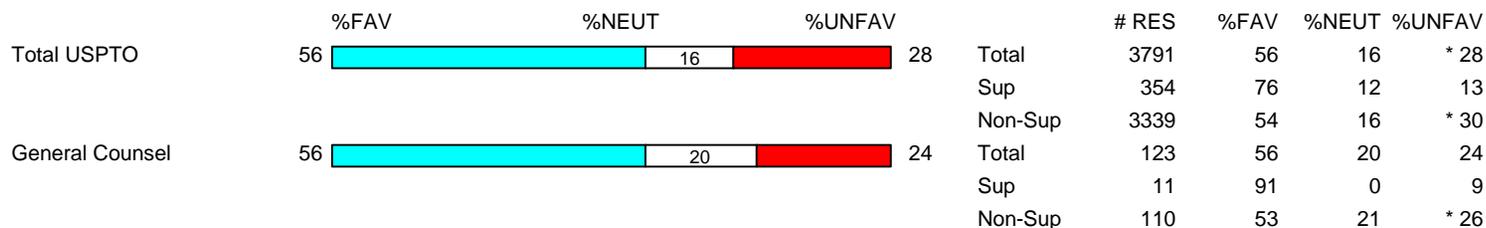


**TRAINING IN MY WORK UNIT CONT.**

Q.65 Agree or Disagree: Employees receive the training they need to perform their jobs (e.g., on-the-job training, conferences, workshops, etc.)

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

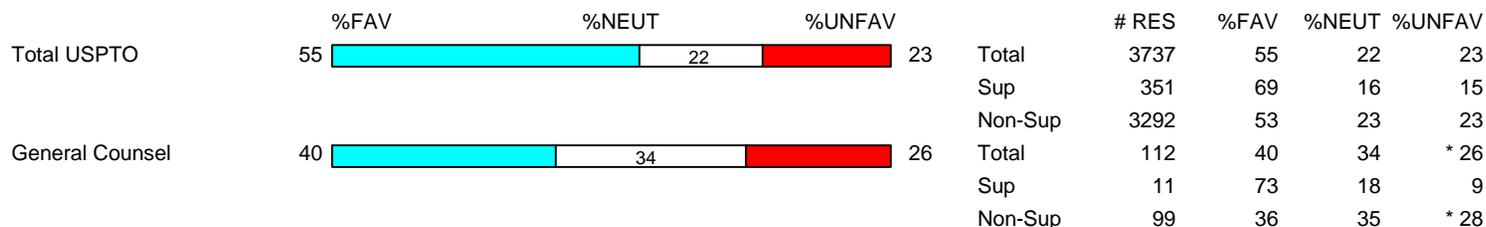
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Q.67 Agree or Disagree: Employees receive training and guidance in providing high-quality customer service

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

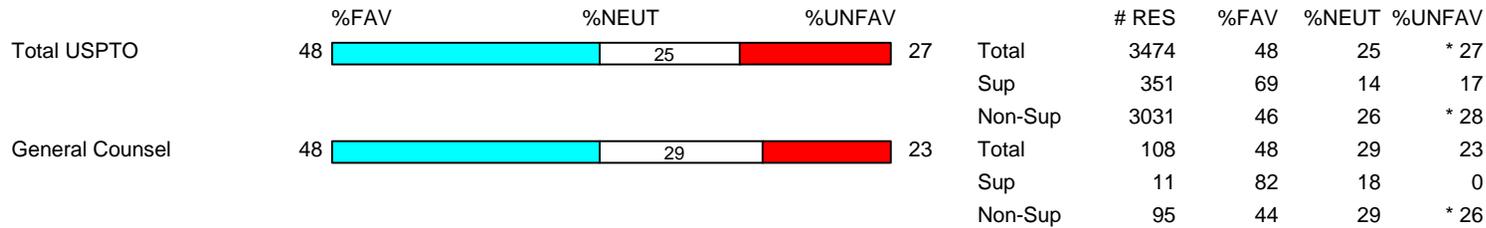
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**TRAINING IN MY WORK UNIT CONT.**

Q.69 Agree or Disagree: Training and career development opportunities for employees are allocated fairly  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

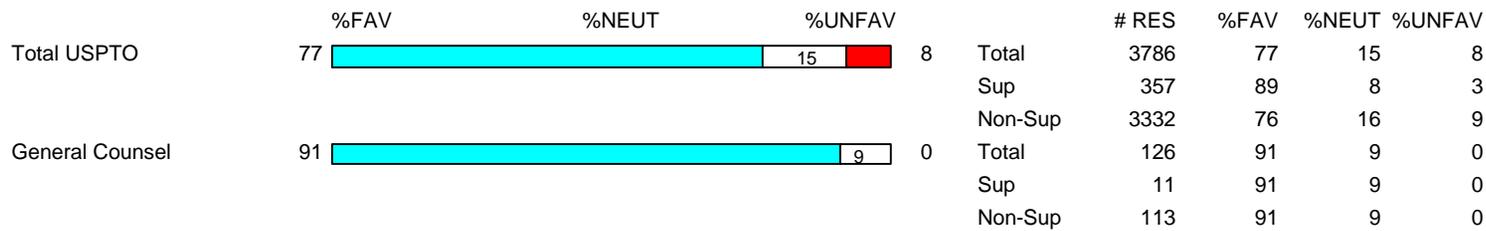
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**OTHER ISSUES IN MY WORK UNIT**

Q.88 Agree or Disagree: I am proud of the work I do  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

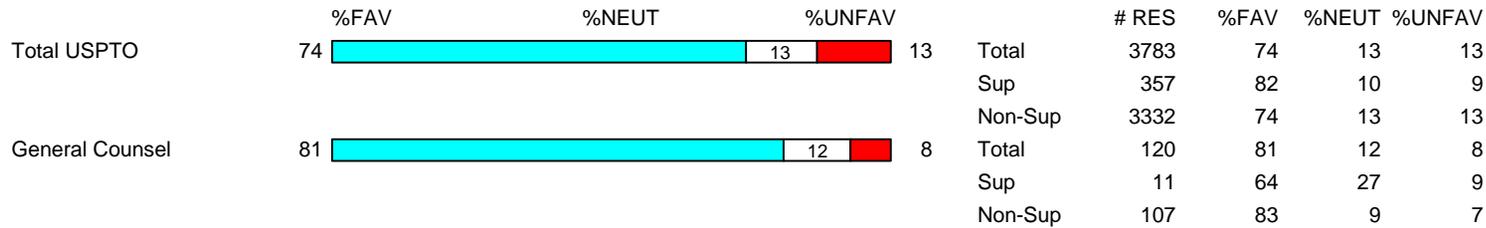
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**OTHER ISSUES IN MY WORK UNIT CONT.**

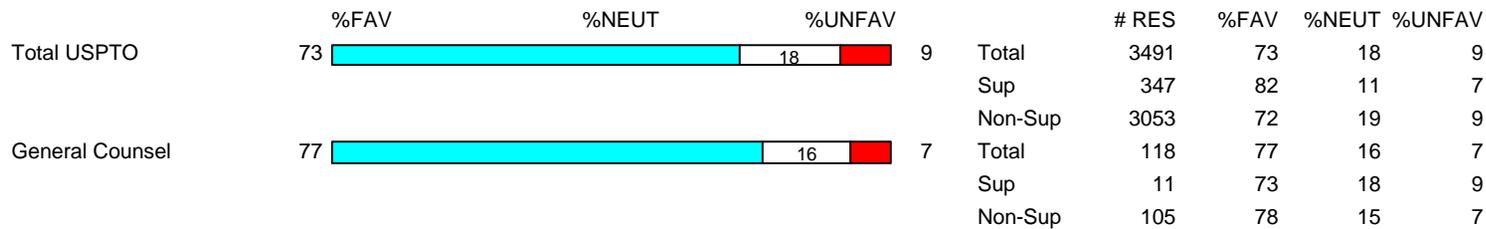
Q.82 Agree or Disagree: My work environment is safe  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



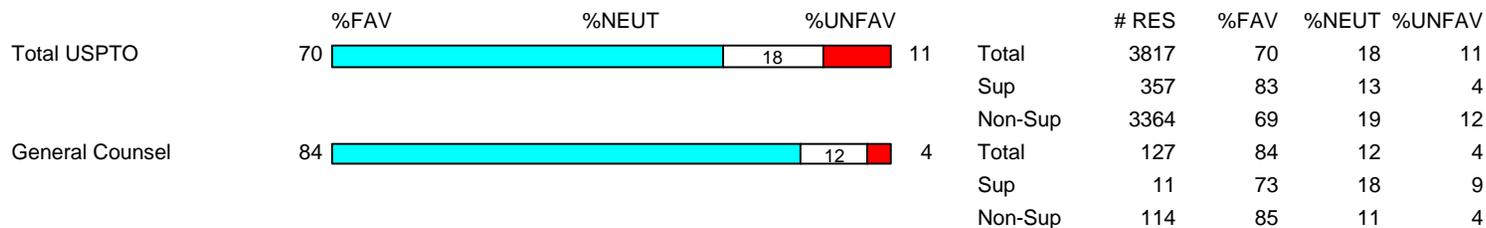
Q.80 Agree or Disagree: I am able to take advantage of family/personal life policies and benefits without hurting my career opportunities  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



Q.86 Agree or Disagree: I enjoy the kind of work I do  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

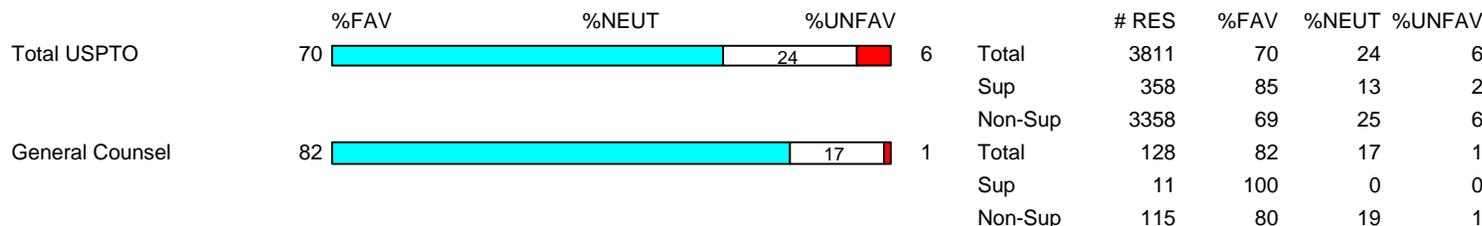
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**OTHER ISSUES IN MY WORK UNIT CONT.**

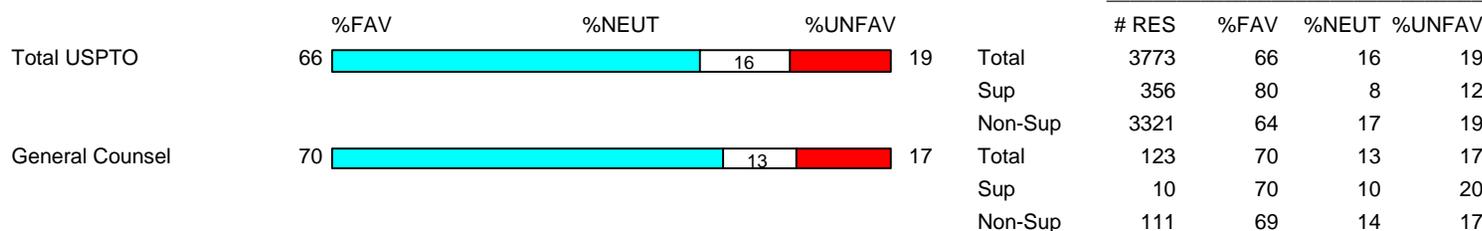
Q.90 How would you rate the overall quality of work being done by your work unit?  
 1=Very Poor 2=Poor 3=Fair 4=Good 5=Very Good

2000



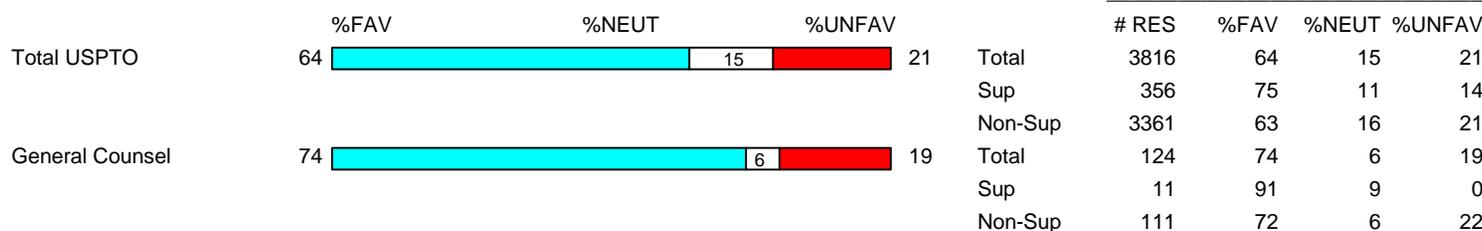
Q.79 Agree or Disagree: A spirit of cooperation and teamwork exists in my immediate work unit  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



Q.71 Agree or Disagree: My job effectively utilizes my skills and abilities  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

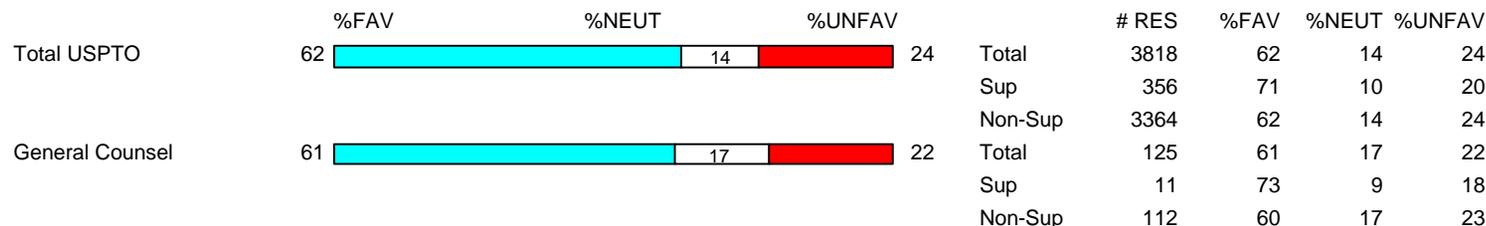
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**OTHER ISSUES IN MY WORK UNIT CONT.**

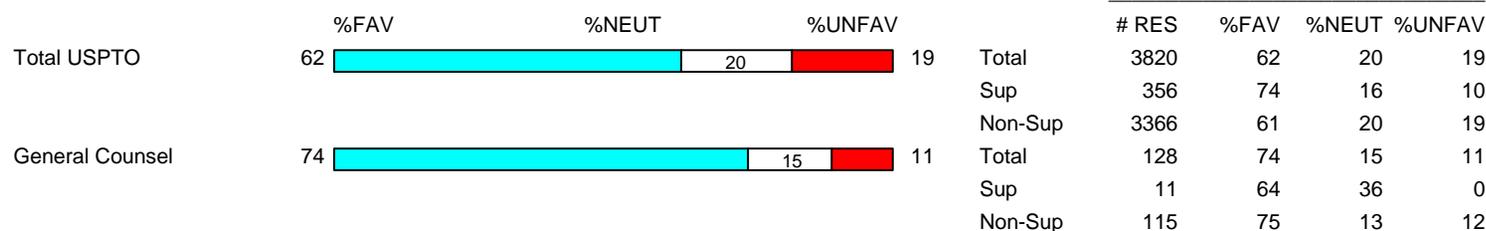
Q.70 Agree or Disagree: I have the appropriate tools (supplies, materials, and equipment) to perform my job well  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

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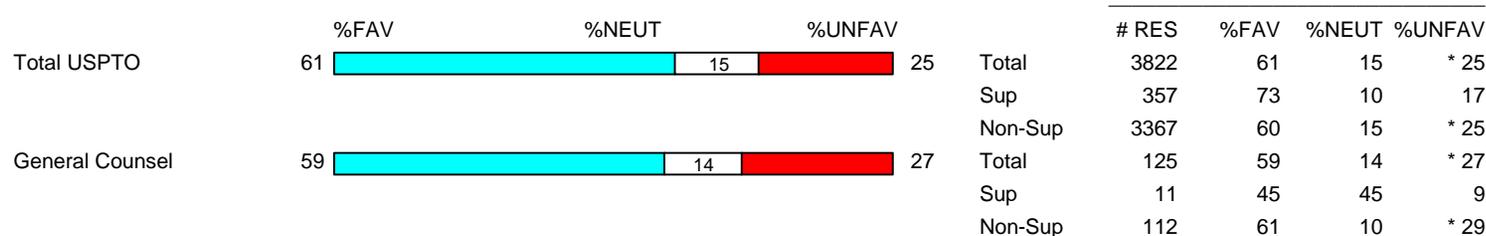
Q.85 Agree or Disagree: My work provides me a feeling of personal accomplishment  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



Q.84 Agree or Disagree: I am satisfied with my workspace  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

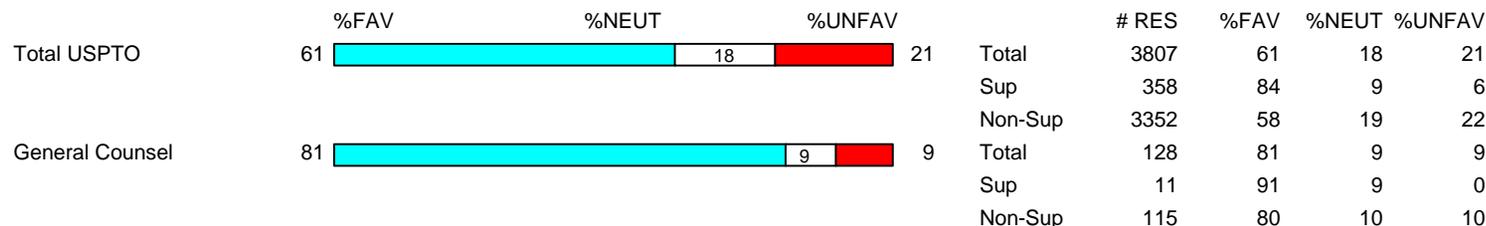
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**OTHER ISSUES IN MY WORK UNIT CONT.**

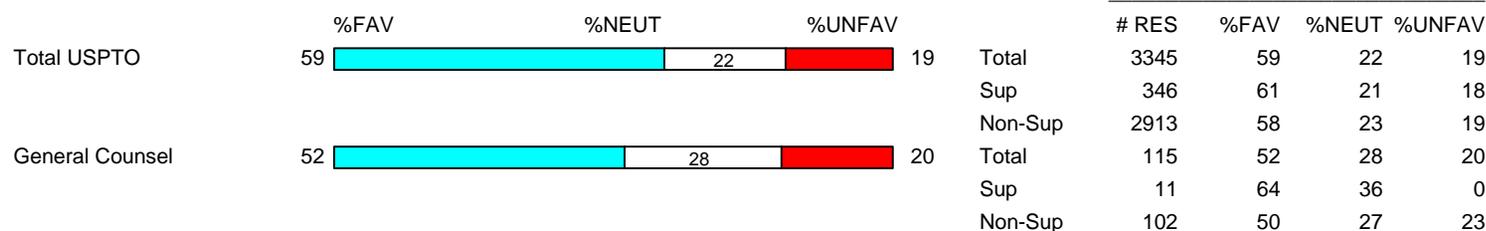
Q.87 Agree or Disagree: I am satisfied with the variety of work I do  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



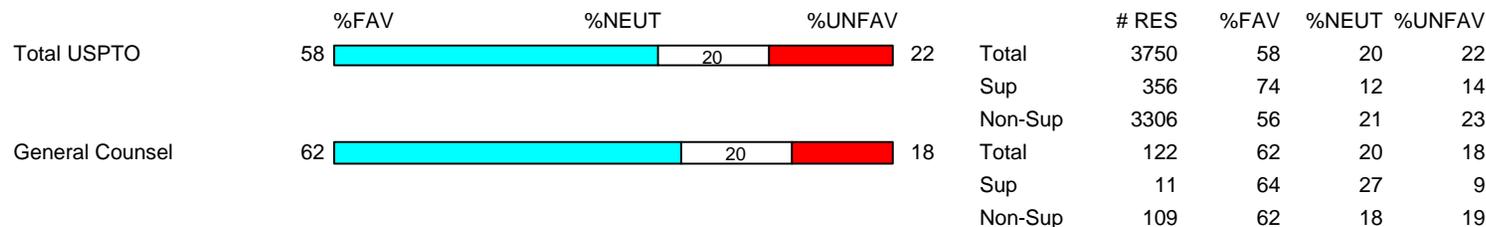
Q.78 Agree or Disagree: In the past 2 years, I have been allowed more flexibility in how I accomplish my work  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



Q.83 Agree or Disagree: My work environment is healthy  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

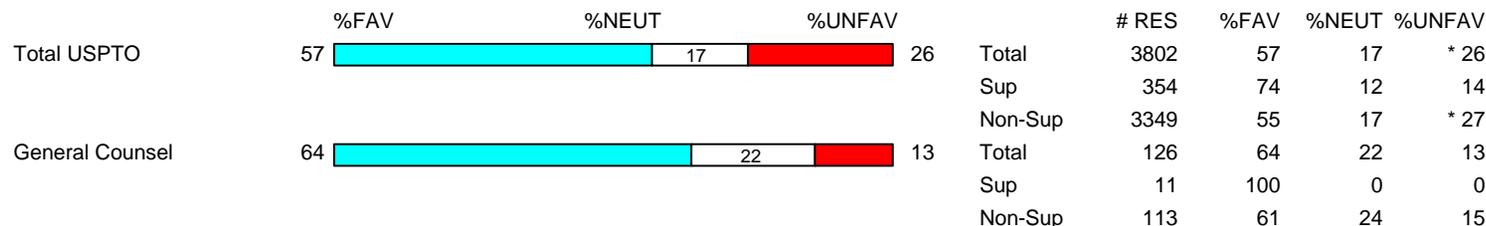
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**OTHER ISSUES IN MY WORK UNIT CONT.**

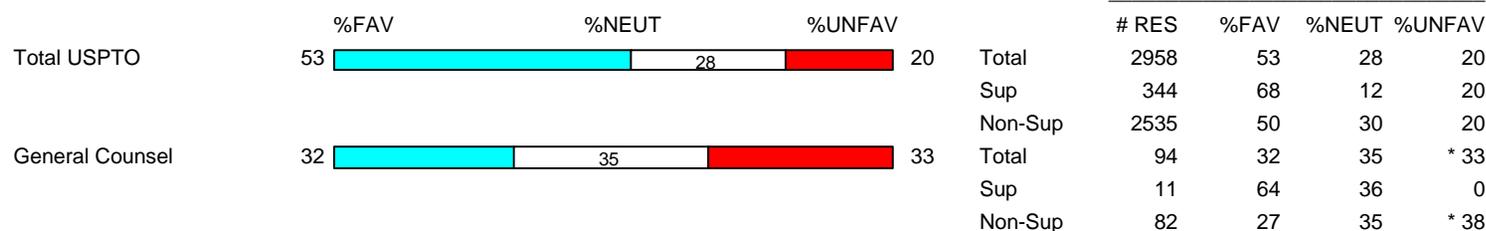
Q.72 Agree or Disagree: There is a commitment to high quality  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



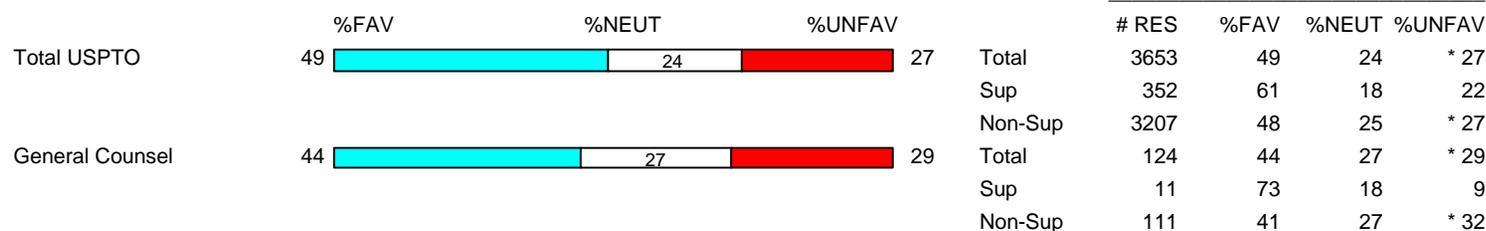
Q.81 Agree or Disagree: Corrective actions are taken when employees do not meet performance standards  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



Q.74 Agree or Disagree: Supervisors/team leaders are receptive to change  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

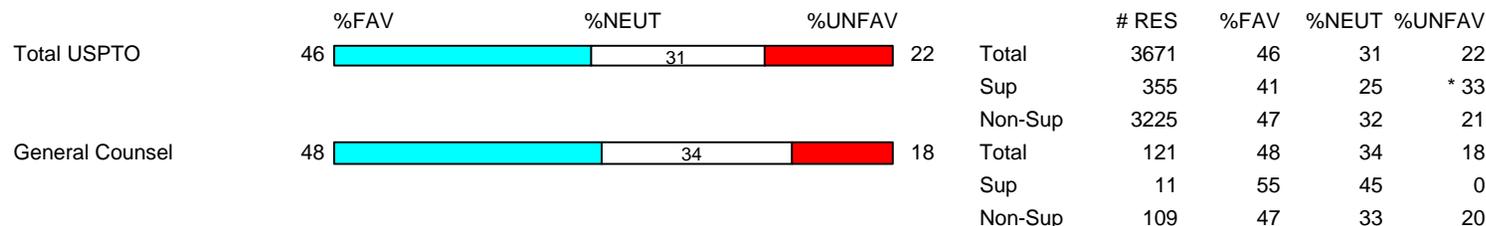
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**OTHER ISSUES IN MY WORK UNIT CONT.**

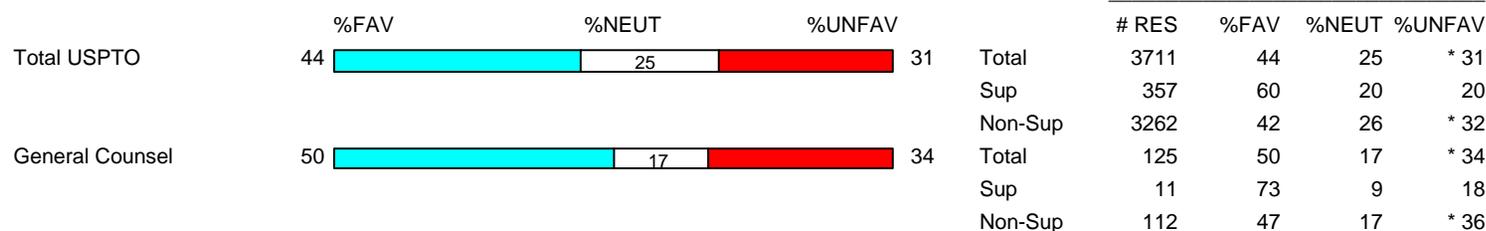
Q.75 Agree or Disagree: Employees are supportive of change  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



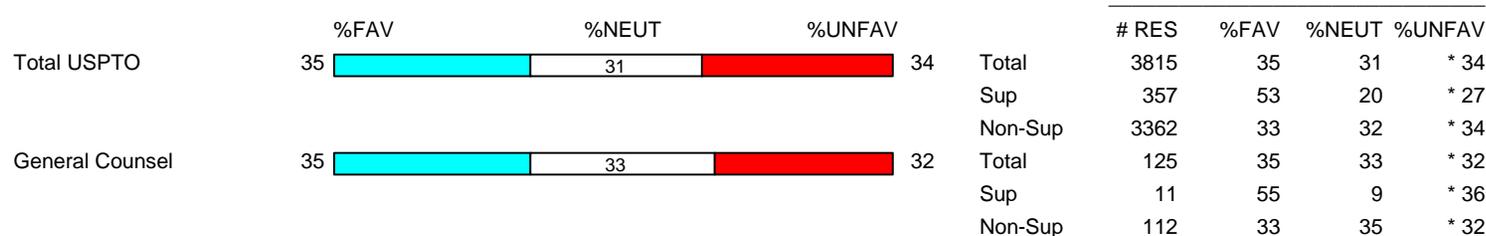
Q.73 Agree or Disagree: My opinions seem to count  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



Q.89 How satisfied are you with your involvement in decisions that affect your work?  
 1=Very Dissatisfied 2=Dissatisfied 3=Neither Satisfied Nor Dissatisfied 4=Satisfied 5=Very Satisfied

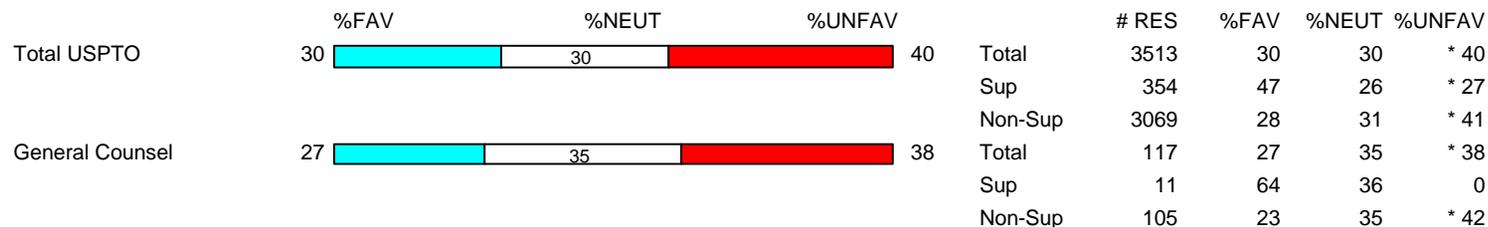
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**OTHER ISSUES IN MY WORK UNIT CONT.**

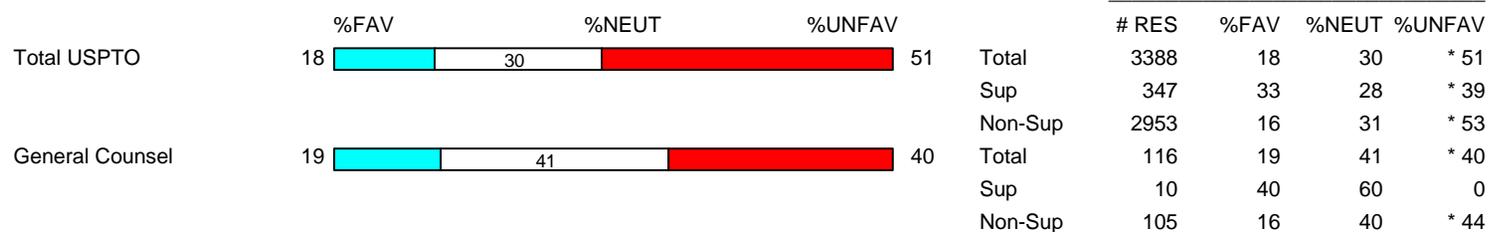
Q.76 Agree or Disagree: Creativity and innovation are rewarded  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



Q.77 Agree or Disagree: Risk taking is encouraged'  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

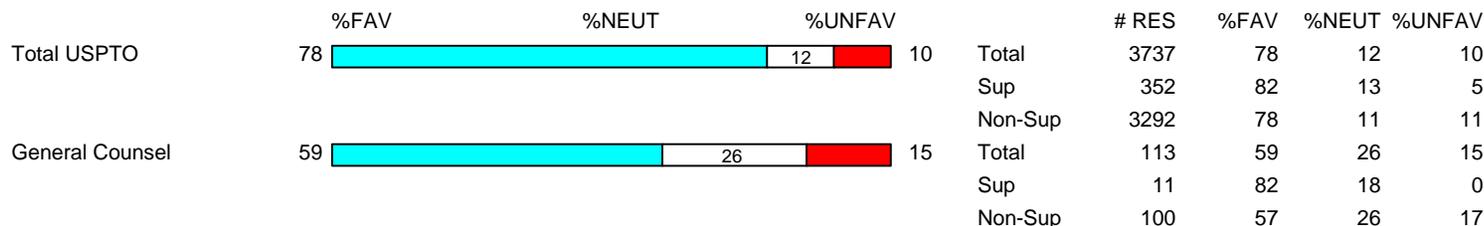
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**ABOUT SUPERVISION**

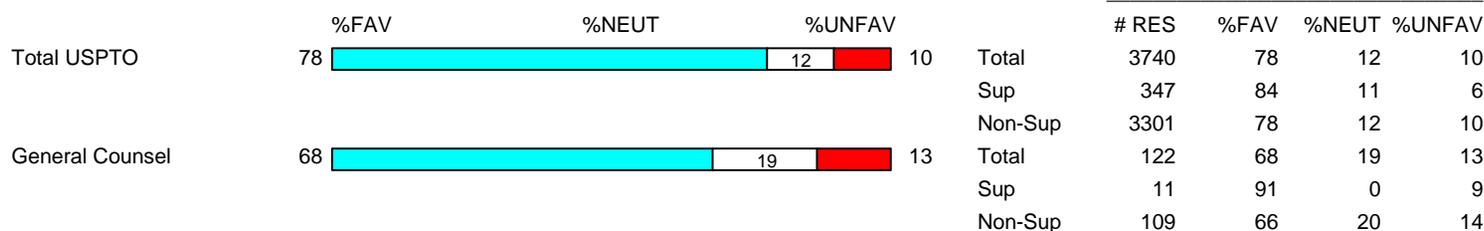
Q.97 Agree or Disagree: I receive help from my supervisor when there are work-related problems  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



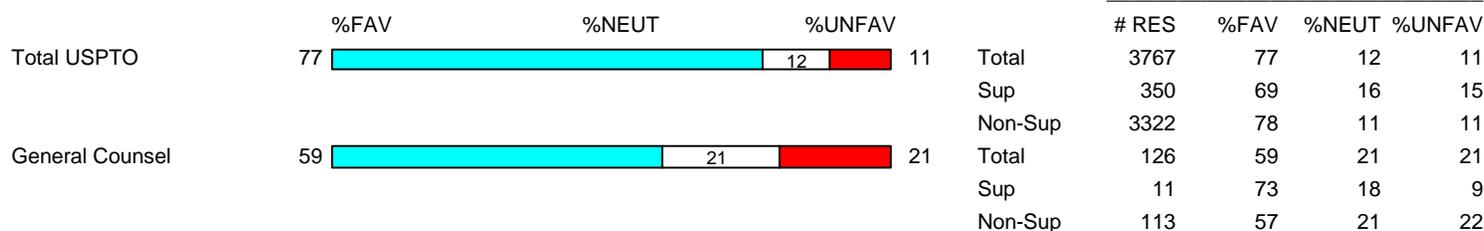
Q.98 Agree or Disagree: My supervisor is technically competent  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



Q.93 Agree or Disagree: My supervisor communicates what is expected of me in terms of job performance  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

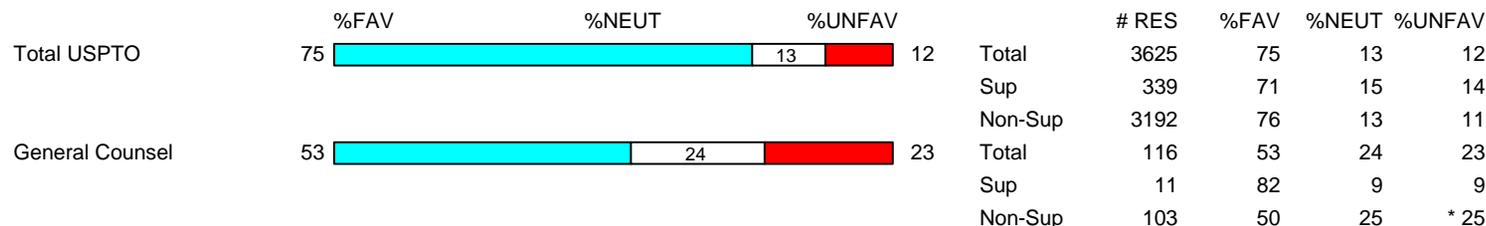
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**ABOUT SUPERVISION CONT.**

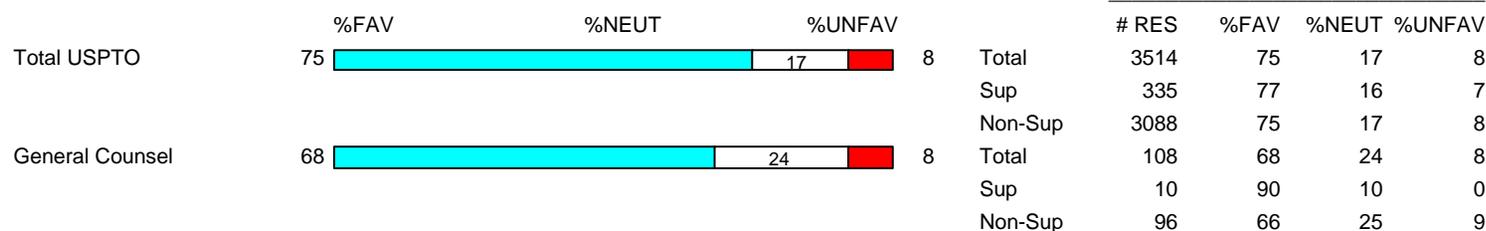
Q.91 Agree or Disagree: My supervisor provides fair and accurate progress review/ratings of my performance  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



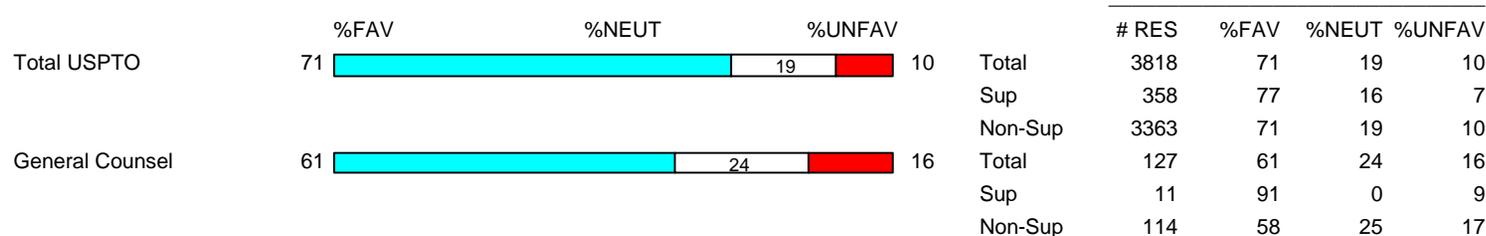
Q.96 Agree or Disagree: My supervisor trusts me  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



Q.100 How good a job do you feel is being done by your immediate supervisor/team leader?  
 1=Very Poor 2=Poor 3=Fair 4=Good 5=Very Good

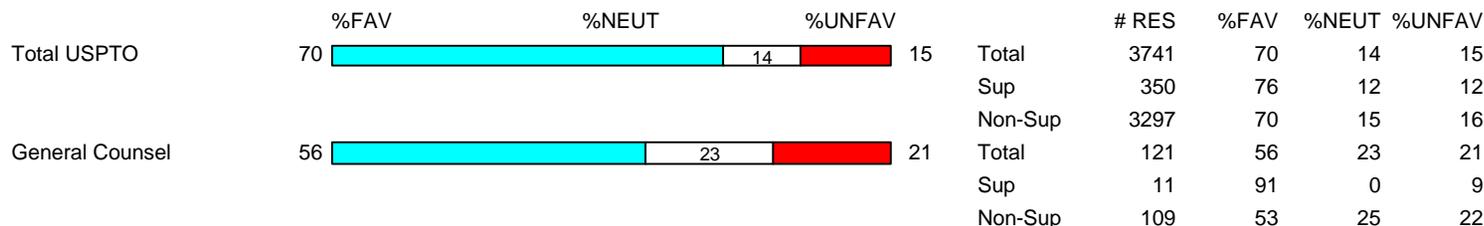
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**ABOUT SUPERVISION CONT.**

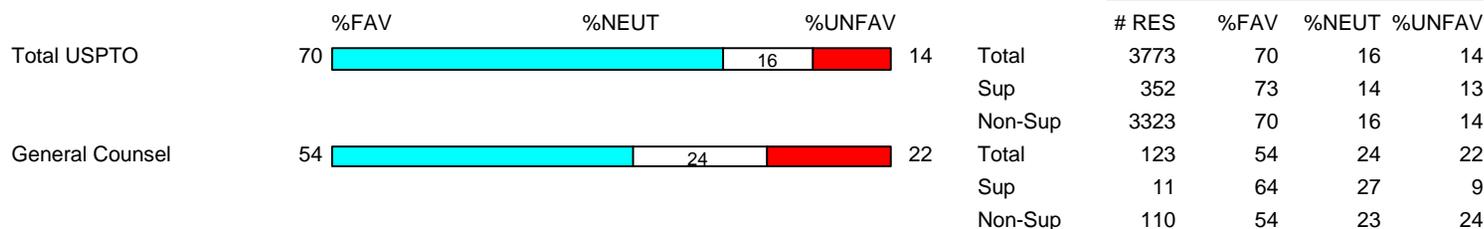
Q.99 Agree or Disagree: My supervisor is competent in human relations (dealing with people)  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



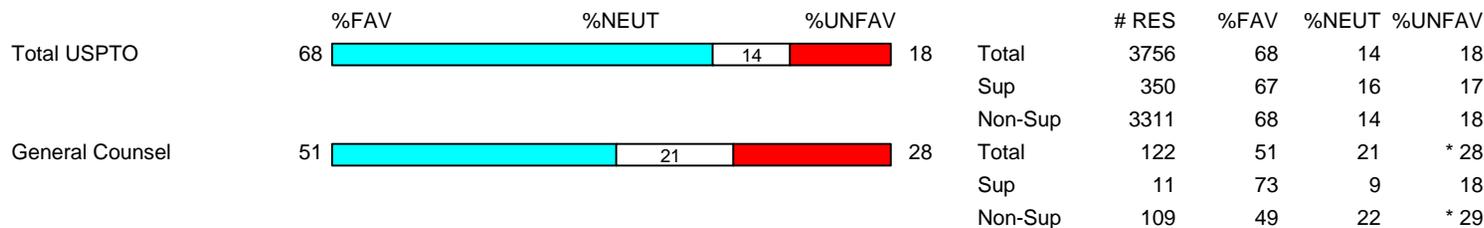
Q.95 Agree or Disagree: I trust my supervisor  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



Q.94 Agree or Disagree: My supervisor provides feedback in a timely manner  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

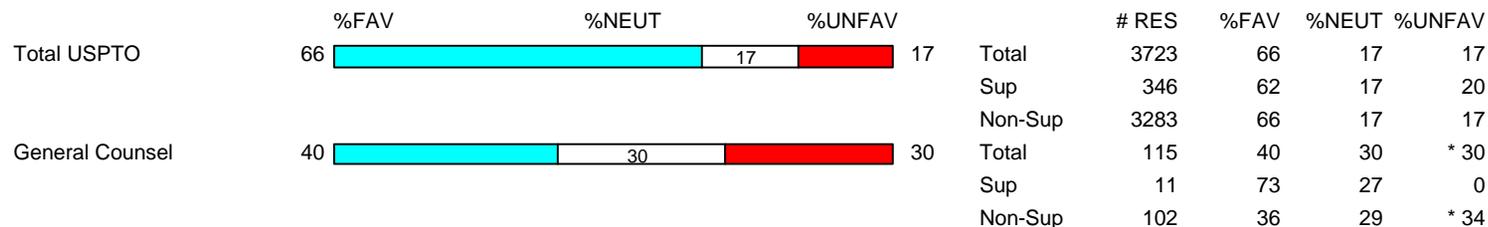
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**ABOUT SUPERVISION CONT.**

Q.92 Agree or Disagree: My supervisor provides me with constructive suggestions to improve my job performance  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

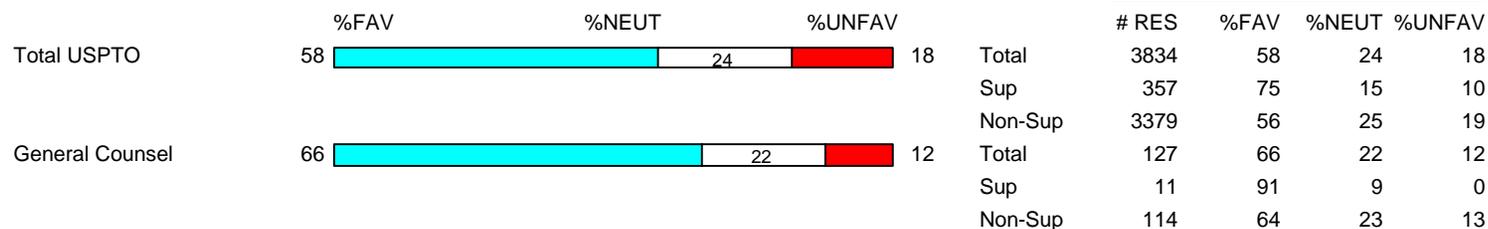
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**OVERALL SATISFACTION**

Q.101 Considering everything, how satisfied are you with your job?  
 1=Very Dissatisfied 2=Dissatisfied 3=Neither Satisfied Nor Dissatisfied 4=Satisfied 5=Very Satisfied

2000

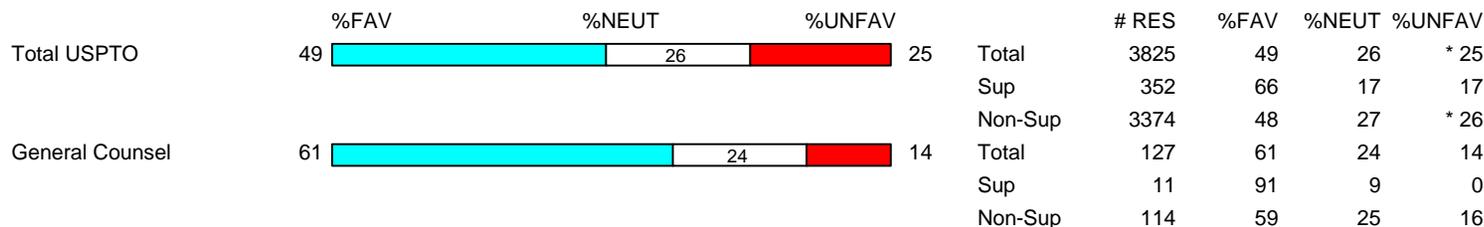


**OVERALL SATISFACTION CONT.**

Q.102 Considering everything, how would you rate your overall satisfaction in the USPTO at the present time?

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

2000

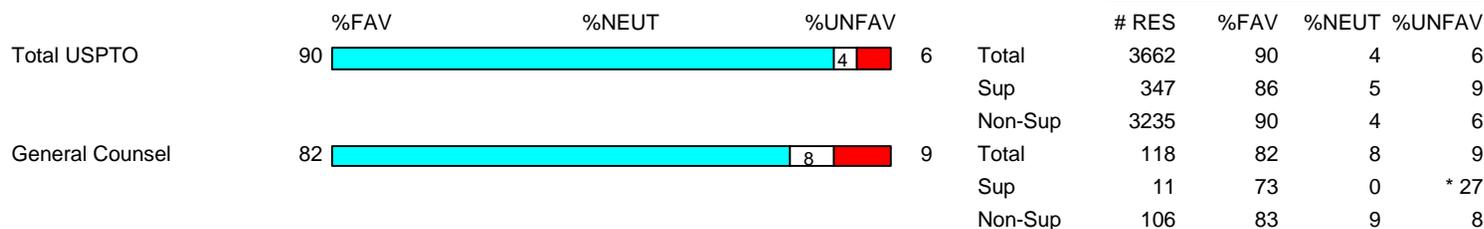


**NPR ISSUES**

Q.117 Agree or Disagree: Sign in sheets and time cards have been eliminated

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

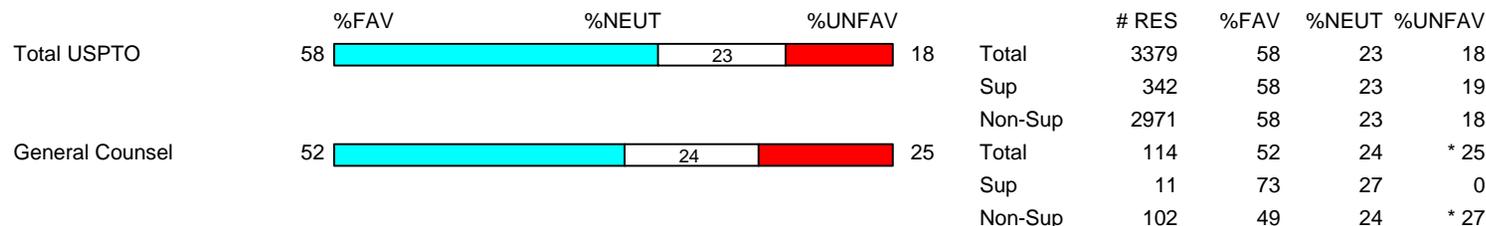
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**NPR ISSUES CONT.**

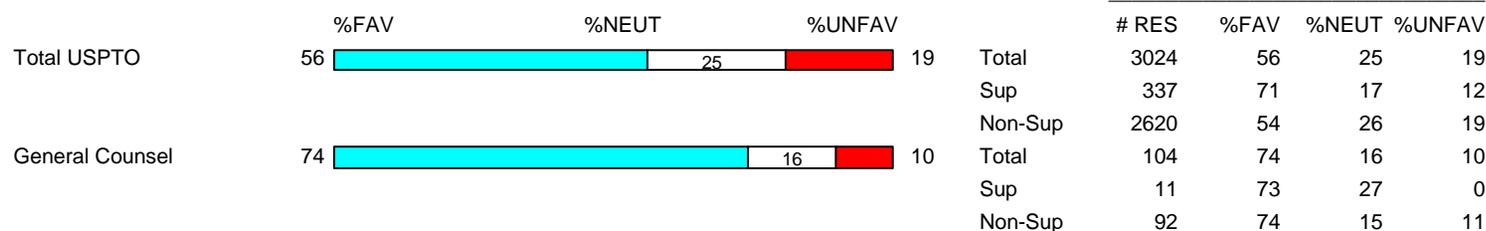
Q.122 Agree or Disagree: My immediate supervisor has organized our work group effectively to get the work done  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



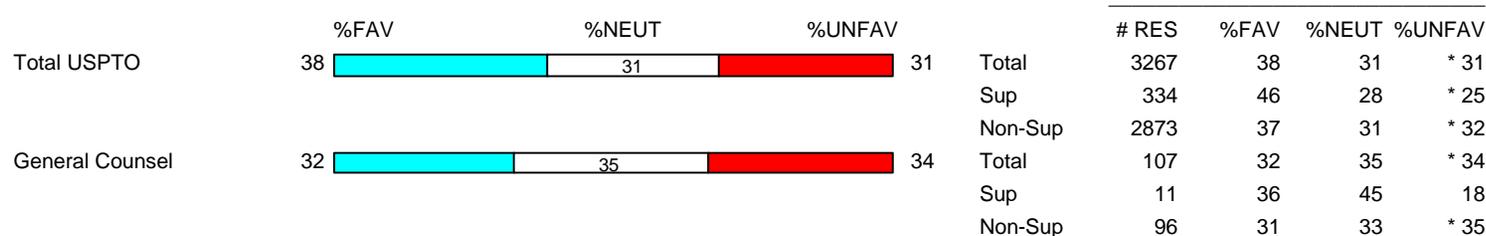
Q.118 Agree or Disagree: Teams are used to accomplish organizational goals, when appropriate  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



Q.115 Are you clear about how good performance is defined in your organization?  
 1=Not At All 2=To a Limited Extent 3=To a Moderate Extent 4=To a Great Extent 5=To a Very Great Extent

2000



**NPR ISSUES CONT.**

Q.120 Agree or Disagree: Employees in different work units participate in cross-functional teams to accomplish work objectives  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

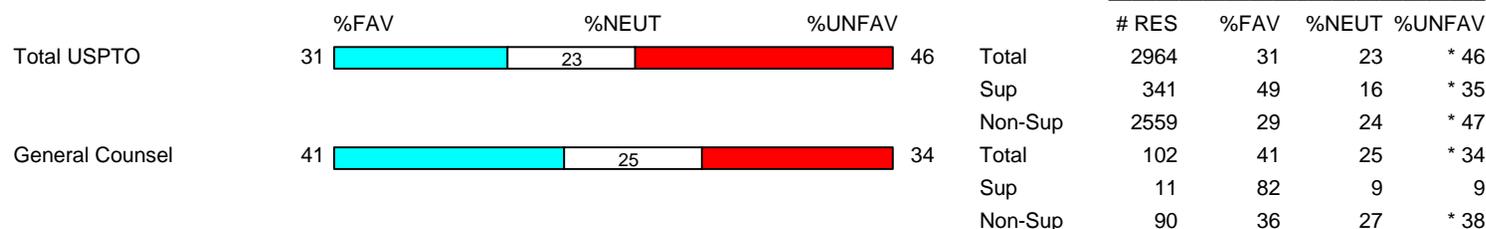
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Q.119 Agree or Disagree: Employees are rewarded for working together in teams (e.g., performance ratings, cash awards, certificates, public recognition, etc.)

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

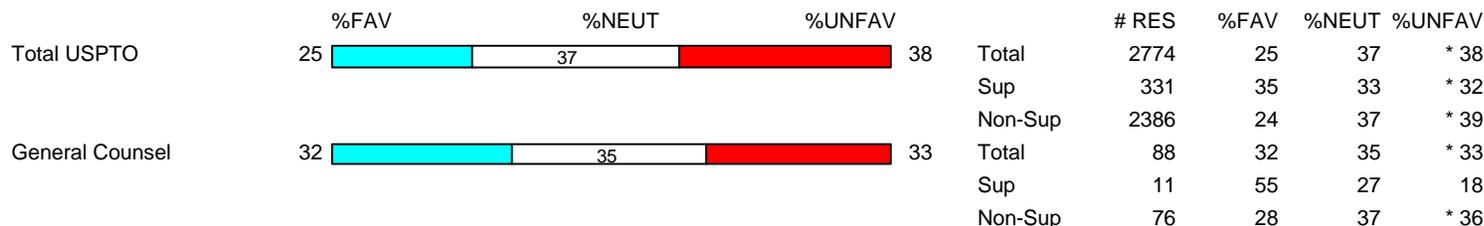
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**NPR ISSUES CONT.**

Q.121 Agree or Disagree: My Business Unit has made reinvention a priority  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



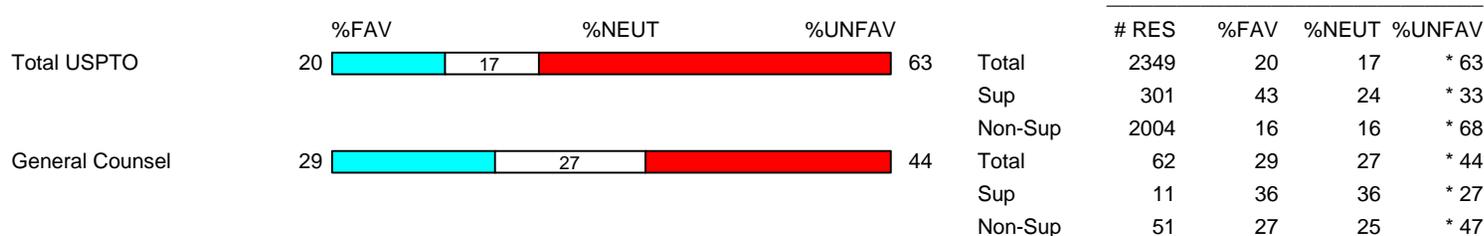
Q.116 Is the use of Plain Language writing being emphasized in your workplace?  
 1=Not At All 2=To a Limited Extent 3=To a Moderate Extent 4=To a Great Extent 5=To a Very Great Extent

2000



Q.114 Has the use of government credit cards for small office purchases been implemented in your organization?  
 1=Not At All 2=To a Limited Extent 3=To a Moderate Extent 4=To a Great Extent 5=To a Very Great Extent

2000

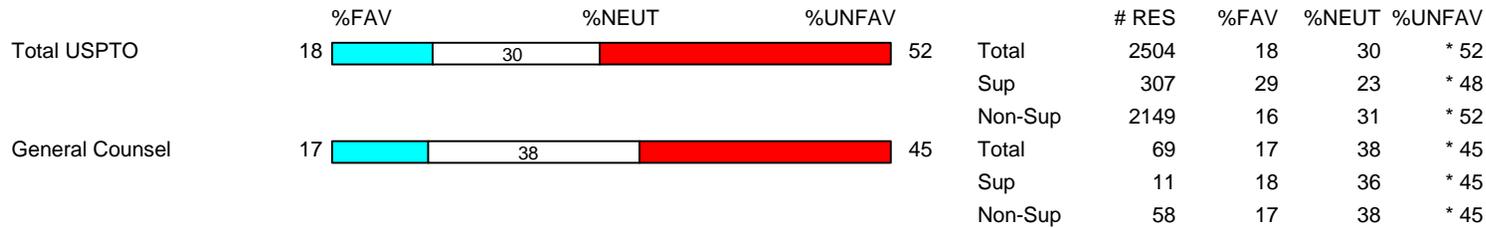


**NPR ISSUES CONT.**

Q.113 Has your organization streamlined the process for hiring employees?

1=Not At All 2=To a Limited Extent 3=To a Moderate Extent 4=To a Great Extent 5=To a Very Great Extent

2000



Q.112 Has your organization implemented simplified travel regulations?

1=Not At All 2=To a Limited Extent 3=To a Moderate Extent 4=To a Great Extent 5=To a Very Great Extent

2000



## **FAVORABILITY REPORT**

## FAVORABILITY REPORT

- A. YOUR DATA MORE FAVORABLE THAN YOUR NEXT HIGHEST  
COMPARISON LINE**
  
- B. YOUR DATA LESS FAVORABLE THAN YOUR NEXT HIGHEST  
COMPARISON LINE

**YOUR DATA MORE FAVORABLE THAN YOUR NEXT HIGHEST COMPARISON LINE**

**( 10 MOST FAVORABLE ITEMS IN DESCENDING ORDER )**

**Q.63 Agree or Disagree: In the past 2 years, the productivity of my work unit has improved**



**Q.87 Agree or Disagree: I am satisfied with the variety of work I do**



**Q.118 Agree or Disagree: Teams are used to accomplish organizational goals, when appropriate**



**Q.59 Agree or Disagree: The current production system allows employees time to produce quality products**



**YOUR DATA MORE FAVORABLE THAN YOUR NEXT HIGHEST COMPARISON LINE**

**( 10 MOST FAVORABLE ITEMS IN DESCENDING ORDER )**

**Q.86 Agree or Disagree: I enjoy the kind of work I do**



**Q.88 Agree or Disagree: I am proud of the work I do**



**Q.13 Agree or Disagree: Programs that encourage good health practices are supported**



**Q.85 Agree or Disagree: My work provides me a feeling of personal accomplishment**



**YOUR DATA MORE FAVORABLE THAN YOUR NEXT HIGHEST COMPARISON LINE**

**( 10 MOST FAVORABLE ITEMS IN DESCENDING ORDER )**

**Q.90 How would you rate the overall quality of work being done by your work unit?**



**Q.102 Considering everything, how would you rate your overall satisfaction in the USPTO at the present time?**



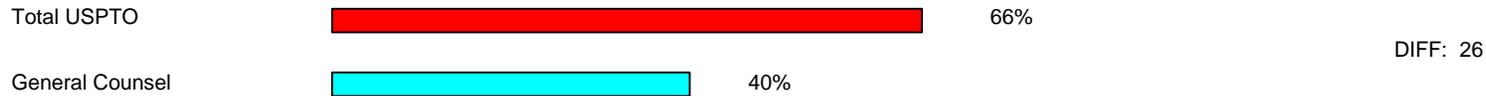
## FAVORABILITY REPORT

- A. YOUR DATA MORE FAVORABLE THAN YOUR NEXT HIGHEST  
COMPARISON LINE
- B. YOUR DATA LESS FAVORABLE THAN YOUR NEXT HIGHEST  
COMPARISON LINE**

**YOUR DATA LESS FAVORABLE THAN YOUR NEXT HIGHEST COMPARISON LINE**

**( 10 LEAST FAVORABLE ITEMS IN DESCENDING ORDER )**

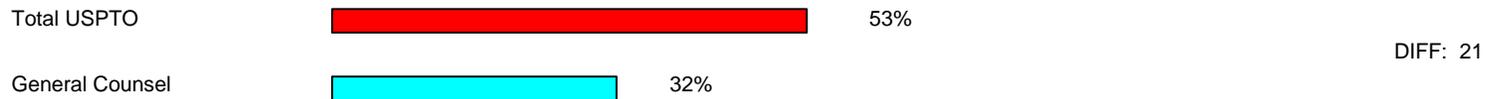
**Q.92 Agree or Disagree: My supervisor provides me with constructive suggestions to improve my job performance**



**Q.91 Agree or Disagree: My supervisor provides fair and accurate progress review/ratings of my performance**



**Q.81 Agree or Disagree: Corrective actions are taken when employees do not meet performance standards**



**Q.97 Agree or Disagree: I receive help from my supervisor when there are work-related problems**



**YOUR DATA LESS FAVORABLE THAN YOUR NEXT HIGHEST COMPARISON LINE**

**( 10 LEAST FAVORABLE ITEMS IN DESCENDING ORDER )**

**Q.93 Agree or Disagree: My supervisor communicates what is expected of me in terms of job performance**



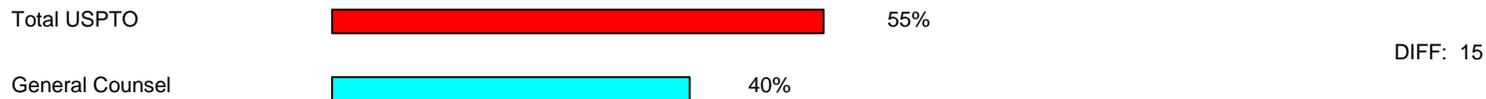
**Q.94 Agree or Disagree: My supervisor provides feedback in a timely manner**



**Q.95 Agree or Disagree: I trust my supervisor**



**Q.67 Agree or Disagree: Employees receive training and guidance in providing high-quality customer service**



**YOUR DATA LESS FAVORABLE THAN YOUR NEXT HIGHEST COMPARISON LINE**

**( 10 LEAST FAVORABLE ITEMS IN DESCENDING ORDER )**

**Q.99 Agree or Disagree: My supervisor is competent in human relations (dealing with people)**



**Q.41 Agree or Disagree: Disciplinary actions are applied fairly to employees**

