

# U.S. Patent and Trademark Office Survey 2000

**UNDER SECRETARY / DIRECTOR**

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**

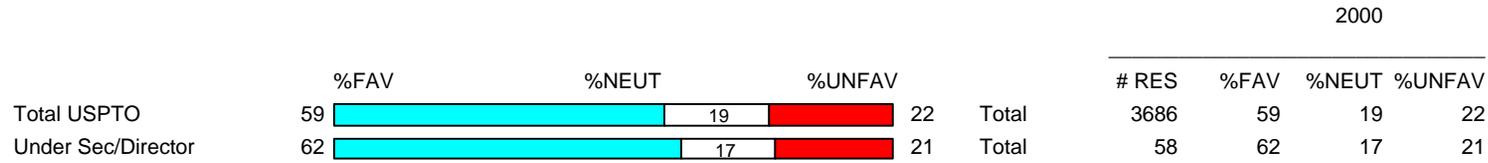
Combinations of the original response categories are made for ease of interpretation. In general, favorable is the combination of %1 and %2, except for negatively worded items, in which case disagreement (%4 and %5) is positive. Unfavorable is generally %4 and %5 combined; Neutral is %3. An asterisk (\*) in the UNFAV indicates that 25% or more employees responded unfavorably.

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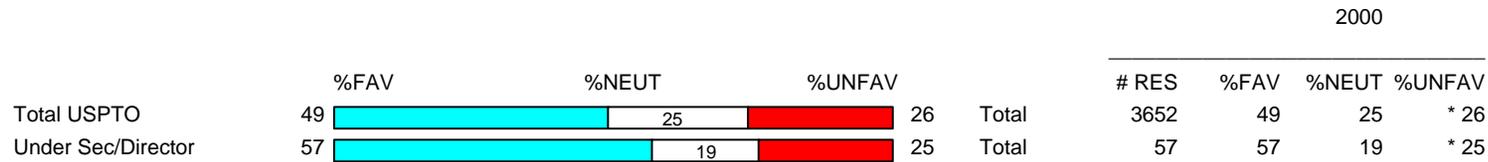
Note: In the case that fewer than ten employees responded to a question, the line of data for that question has been dropped from the report.

## **DIMENSION SUMMARY**

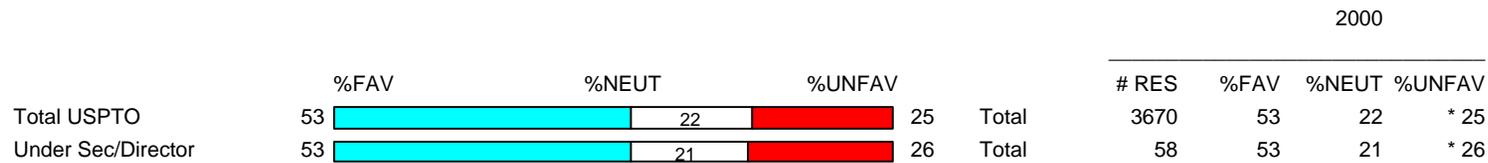
**ABOUT USPTO**



**ABOUT MY BUSINESS UNIT**



**IN MY BUSINESS UNIT**



**COMPENSATION/REWARDS/RECOGNITION**

2000

	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV
Total USPTO	35	19	46	Total	3717	35	19	* 46
Under Sec/Director	38	16	46	Total	57	38	16	* 46

**TREATMENT OF OTHERS IN MY BUSINESS UNIT**

2000

	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV
Total USPTO	61	20	19	Total	3603	61	20	19
Under Sec/Director	55	20	25	Total	55	55	20	* 25

**ABOUT MY WORK UNIT**

2000

	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV
Total USPTO	65	20	15	Total	3703	65	20	15
Under Sec/Director	69	16	15	Total	58	69	16	15

**IN MY WORK UNIT**

2000

	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV
Total USPTO	62	22	16	Total	3455	62	22	16
Under Sec/Director	62	23	15	Total	52	62	23	15

**EFFICIENCY/EFFECTIVENESS IN MY WORK UNIT**

2000

	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV
Total USPTO	48	18	34	Total	3636	48	18	* 34
Under Sec/Director	57	15	28	Total	56	57	15	* 28

**TRAINING IN MY WORK UNIT**

2000

	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV
Total USPTO	58	20	23	Total	3717	58	20	23
Under Sec/Director	64	17	19	Total	56	64	17	19

**OTHER ISSUES IN MY WORK UNIT**

2000



# RES	%FAV	%NEUT	%UNFAV
3674	57	21	22
57	63	18	19

**ABOUT SUPERVISION**

2000



# RES	%FAV	%NEUT	%UNFAV
3719	73	15	13
58	60	14	* 26

**OVERALL SATISFACTION**

2000



# RES	%FAV	%NEUT	%UNFAV
3830	54	25	22
60	65	21	15

**NPR ISSUES**

2000



# RES	%FAV	%NEUT	%UNFAV
2782	37	25	* 39
49	48	20	* 31

**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

2000

	%FAV	%NEUT	%UNFAV			# RES	%FAV	%NEUT	%UNFAV
Total USPTO	91		7	2	Total	3702	91	7	2
Under Sec/Director	82		14	4	Total	56	82	14	4

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

	%FAV	%NEUT	%UNFAV			# RES	%FAV	%NEUT	%UNFAV
Total USPTO	91		4	5	Total	3824	91	4	5
Under Sec/Director	86		5	8	Total	59	86	5	8

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

2000

	%FAV	%NEUT	%UNFAV			# RES	%FAV	%NEUT	%UNFAV
Total USPTO	90		6	5	Total	3611	90	6	5
Under Sec/Director	84		11	5	Total	57	84	11	5

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

2000

	%FAV	%NEUT	%UNFAV			# RES	%FAV	%NEUT	%UNFAV
Total USPTO	88		8	4	Total	3808	88	8	4
Under Sec/Director	83		12	5	Total	59	83	12	5

**ABOUT USPTO CONT.**

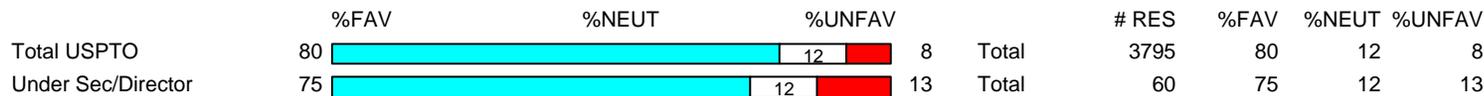
Q.21 How satisfied are you with the ability to use leave in 15-minute increments?  
 1=Very Dissatisfied 2=Dissatisfied 3=Neither Satisfied Nor Dissatisfied 4=Satisfied 5=Very Satisfied

2000



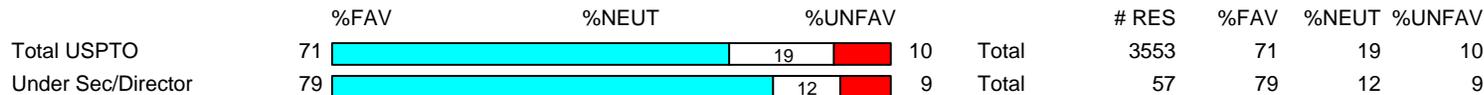
Q.4 Agree or Disagree: I understand the Mission, Vision and Values of the USPTO  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



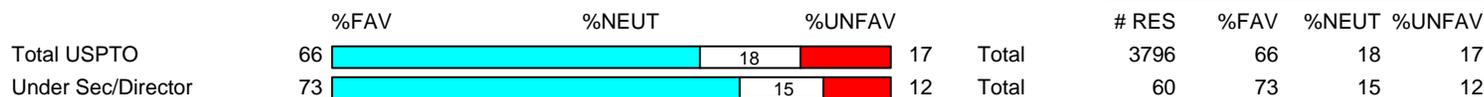
Q.12 Agree or Disagree: Programs that help employees deal with work and family responsibilities are provided  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

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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

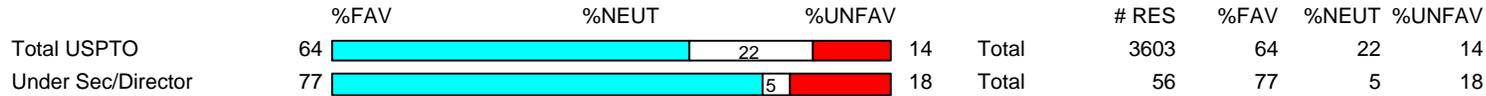
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**ABOUT USPTO CONT.**

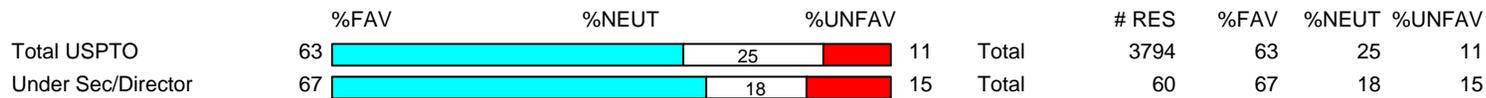
Q.13 Agree or Disagree: Programs that encourage good health practices are supported  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



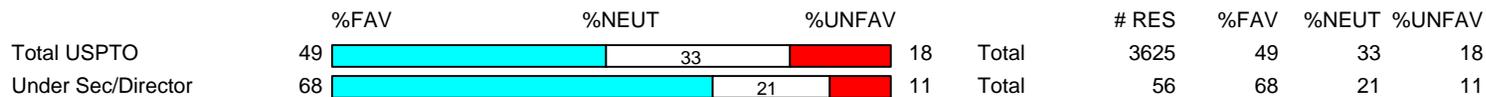
Q.16 Agree or Disagree: I feel proud to work for the USPTO  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

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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

2000



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

2000



**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

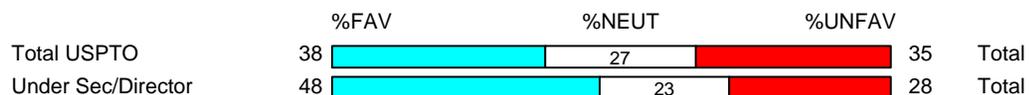
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# RES	%FAV	%NEUT	%UNFAV
3786	46	19	* 35
58	62	7	* 31

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

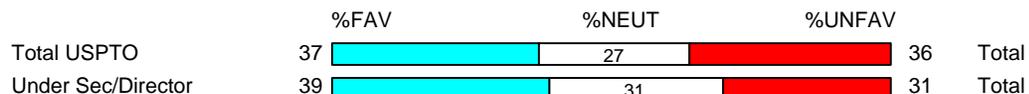
2000



# RES	%FAV	%NEUT	%UNFAV
3734	38	27	* 35
60	48	23	* 28

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

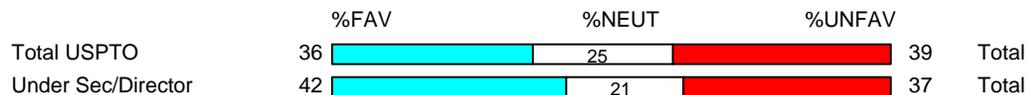
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# RES	%FAV	%NEUT	%UNFAV
3775	37	27	* 36
59	39	31	* 31

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

2000



# RES	%FAV	%NEUT	%UNFAV
3613	36	25	* 39
57	42	21	* 37

**ABOUT USPTO CONT.**

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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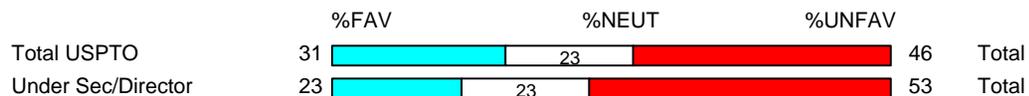


# RES	%FAV	%NEUT	%UNFAV
3705	32	23	* 45
60	35	18	* 47

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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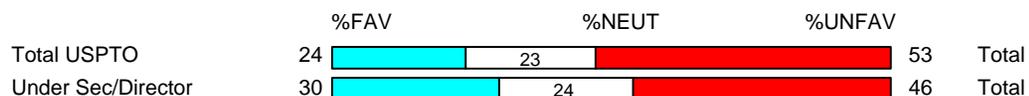


# RES	%FAV	%NEUT	%UNFAV
3728	31	23	* 46
60	23	23	* 53

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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# RES	%FAV	%NEUT	%UNFAV
3607	24	23	* 53
54	30	24	* 46

**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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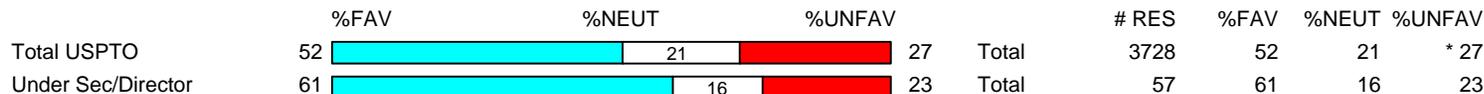


# RES	%FAV	%NEUT	%UNFAV
3677	53	26	21
58	57	24	19

**ABOUT MY BUSINESS UNIT CONT.**

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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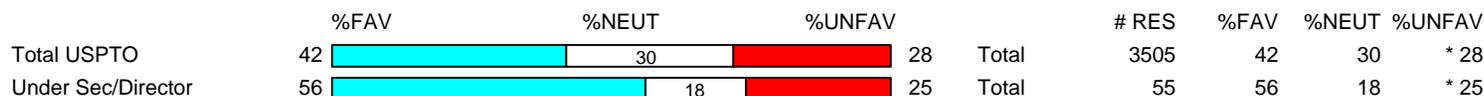
Q.24 Agree or Disagree: My Business Unit has a cooperative environment (i.e., the various parts of the Business Unit working together in the interest of the organization as a whole)  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

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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

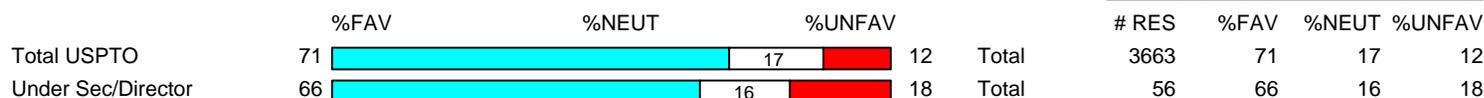
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**IN MY BUSINESS UNIT**

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

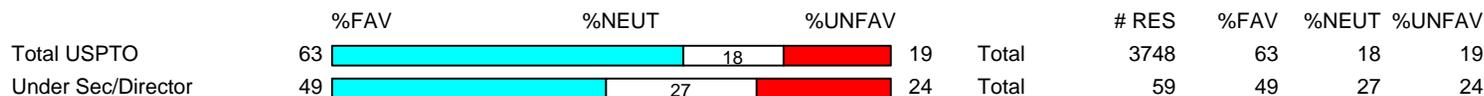
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**IN MY BUSINESS UNIT CONT.**

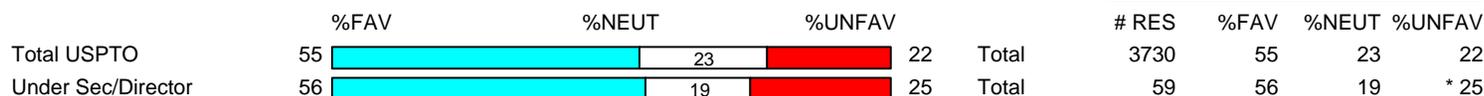
Q.27 Agree or Disagree: Leader(s) communicate goals  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



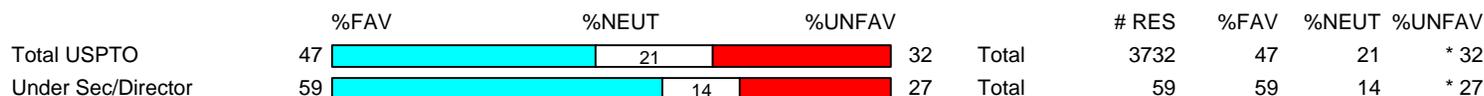
Q.26 Agree or Disagree: Leader(s) communicate the Business Unit's Mission, Vision and Values  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



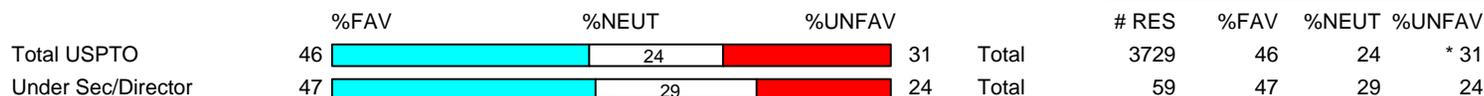
Q.30 Agree or Disagree: Leaders demonstrate that quality is important in their day-to-day activities  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

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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

2000



**IN MY BUSINESS UNIT CONT.**

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

2000

	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV
Total USPTO	35	30	35	Total	3417	35	30	* 35
Under Sec/Director	42	22	36	Total	55	42	22	* 36

**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

2000

	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV
Total USPTO	55	19	26	Total	3808	55	19	* 26
Under Sec/Director	55	17	28	Total	60	55	17	* 28

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

2000

	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV
Total USPTO	51	18	31	Total	3767	51	18	* 31
Under Sec/Director	26	18	56	Total	57	26	18	* 56

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

2000

	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV
Total USPTO	43	22	34	Total	3670	43	22	* 34
Under Sec/Director	42	22	36	Total	55	42	22	* 36

**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

2000

	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV
Total USPTO	38	29	34	Total	3775	38	29	* 34
Under Sec/Director	45	19	36	Total	58	45	19	* 36

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

2000

	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV
Total USPTO	32	17	51	Total	3749	32	17	* 51
Under Sec/Director	37	25	39	Total	57	37	25	* 39

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

2000

	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV
Total USPTO	30	20	50	Total	3456	30	20	* 50
Under Sec/Director	45	19	36	Total	53	45	19	* 36

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

2000

	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV
Total USPTO	23	14	64	Total	3811	23	14	* 64
Under Sec/Director	40	8	52	Total	60	40	8	* 52

**COMPENSATION/REWARDS/RECOGNITION CONT.**

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

2000

	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV
Total USPTO	10	9	81	Total	3699	10	9	* 81
Under Sec/Director	14	1	84	Total	56	14	2	* 84

**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

2000

	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV
Total USPTO	68	16	17	Total	3802	68	16	17
Under Sec/Director	59	20	20	Total	59	59	20	20

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

	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV
Total USPTO	42	30	27	Total	2948	42	30	* 27
Under Sec/Director	42	26	33	Total	43	42	26	* 33

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

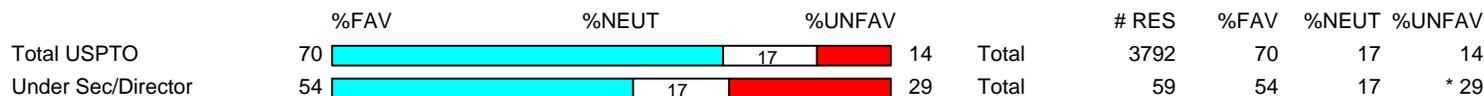
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	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV
Total USPTO	68	18	14	Total	3692	68	18	14
Under Sec/Director	63	25	12	Total	57	63	25	12

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

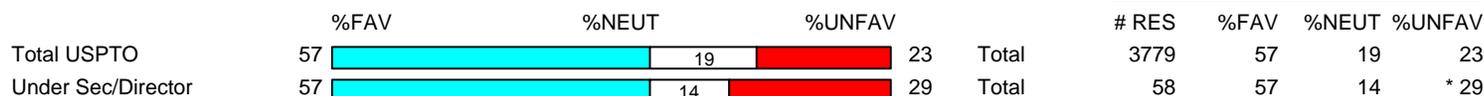
Q.43 Agree or Disagree: People treat each other with respect  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

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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

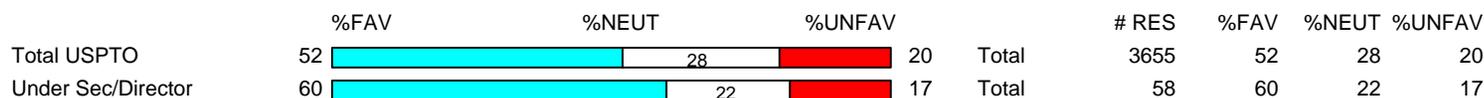
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**ABOUT MY WORK UNIT**

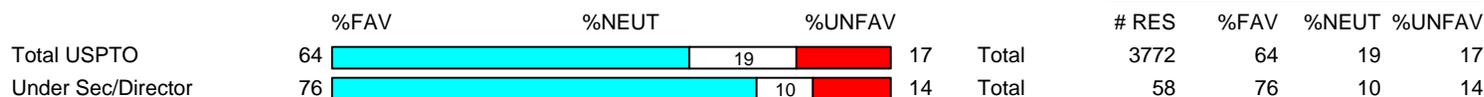
Q.45 Agree or Disagree: My Work Unit is innovative (develops and uses new ideas, products, technologies)  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



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



**ABOUT MY WORK UNIT CONT.**

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



# RES	%FAV	%NEUT	%UNFAV
3788	71	15	13
58	66	19	16

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

2000



# RES	%FAV	%NEUT	%UNFAV
3517	55	28	18
56	70	14	16

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



# RES	%FAV	%NEUT	%UNFAV
3785	83	11	7
59	73	17	10

**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

2000



# RES	%FAV	%NEUT	%UNFAV
3799	87	7	6
58	74	14	12

**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

	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV
Total USPTO	71	20	8	Total	3479	71	20	8
Under Sec/Director	69	21	10	Total	48	69	21	10

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

	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV
Total USPTO	69	17	13	Total	3719	69	17	13
Under Sec/Director	68	23	9	Total	56	68	23	9

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

	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV
Total USPTO	59	30	11	Total	3212	59	30	11
Under Sec/Director	59	29	12	Total	51	59	29	12

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

2000

	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV
Total USPTO	46	27	28	Total	3399	46	27	* 28
Under Sec/Director	55	18	27	Total	49	55	18	* 27

**IN MY WORK UNIT CONT.**

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

2000

	%FAV	%NEUT	%UNFAV	Total	# RES	%FAV	%NEUT	%UNFAV
Total USPTO	42	31	27	Total	3119	42	31	* 27
Under Sec/Director	47	32	21	Total	47	47	32	21

**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

	%FAV	%NEUT	%UNFAV	Total	# RES	%FAV	%NEUT	%UNFAV
Total USPTO	71	11	19	Total	3814	71	11	19
Under Sec/Director	76	5	19	Total	59	76	5	19

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

	%FAV	%NEUT	%UNFAV	Total	# RES	%FAV	%NEUT	%UNFAV
Total USPTO	62	17	21	Total	3766	62	17	21
Under Sec/Director	54	12	34	Total	59	54	12	* 34

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

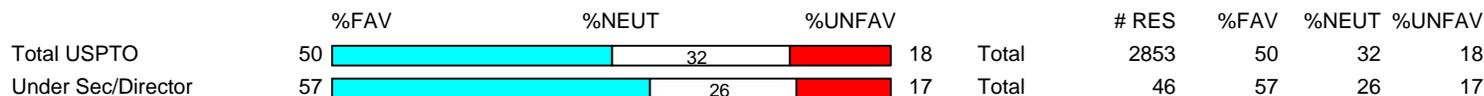
2000

	%FAV	%NEUT	%UNFAV	Total	# RES	%FAV	%NEUT	%UNFAV
Total USPTO	54	18	28	Total	3762	54	18	* 28
Under Sec/Director	53	16	32	Total	57	53	16	* 32

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

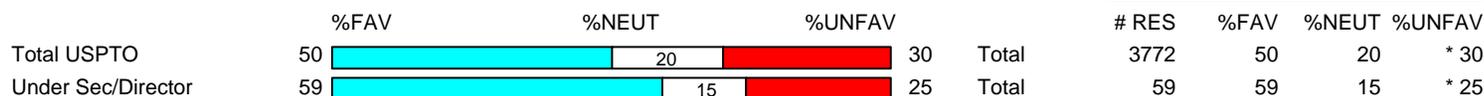
Q.63 Agree or Disagree: In the past 2 years, the productivity of my work unit has improved  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

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

2000



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

2000



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

2000



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

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

2000

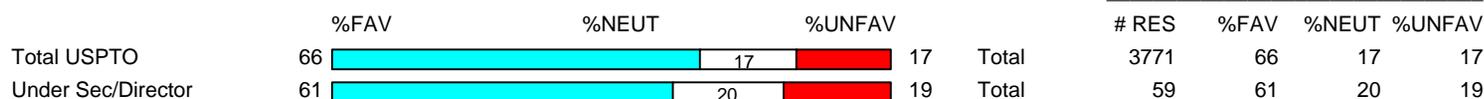


**TRAINING IN MY WORK UNIT**

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

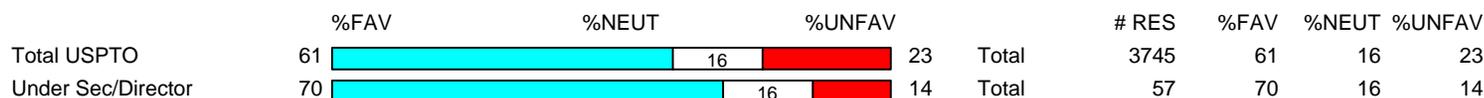
2000



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

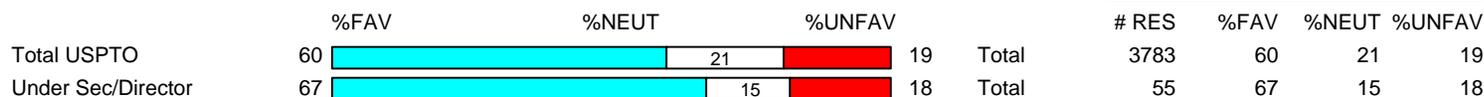
2000



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

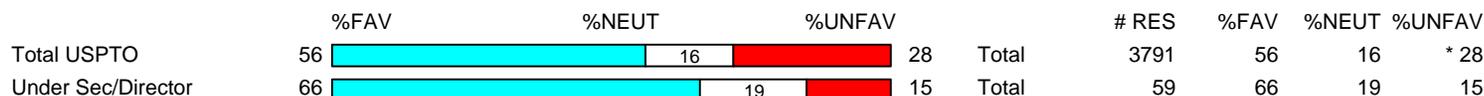


**TRAINING IN MY WORK UNIT CONT.**

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

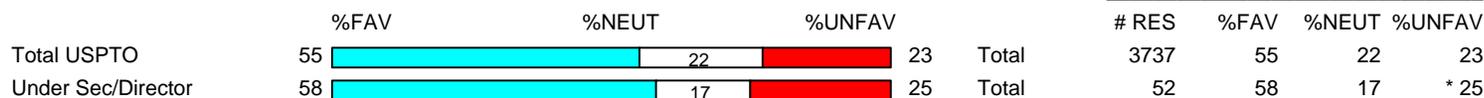
2000



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

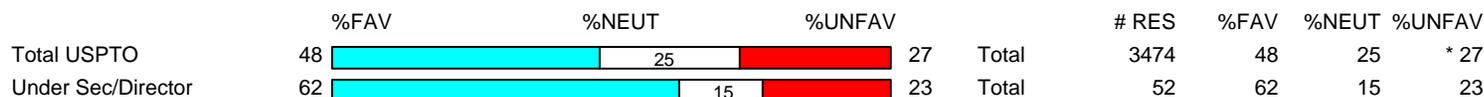
2000



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

2000



**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

2000



**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

	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV
Total USPTO	74	13	13	Total	3783	74	13	13
Under Sec/Director	79	14	7	Total	58	79	14	7

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

	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV
Total USPTO	73	18	9	Total	3491	73	18	9
Under Sec/Director	72	22	6	Total	54	72	22	6

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

2000

	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV
Total USPTO	70	18	11	Total	3817	70	18	11
Under Sec/Director	76	17	7	Total	59	76	17	7

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

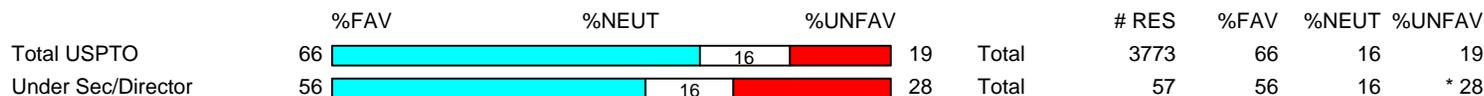
2000

	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV
Total USPTO	70	24	6	Total	3811	70	24	6
Under Sec/Director	86	10	3	Total	59	86	10	3

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

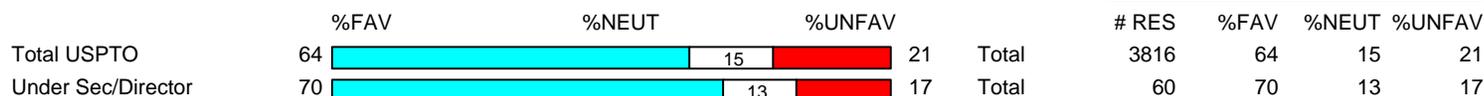
Q.79 Agree or Disagree: A spirit of cooperation and teamwork exists in my immediate work unit  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



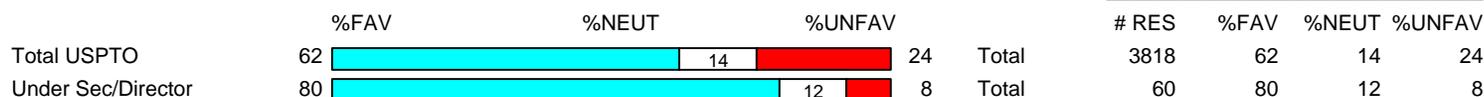
Q.71 Agree or Disagree: My job effectively utilizes my skills and abilities  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



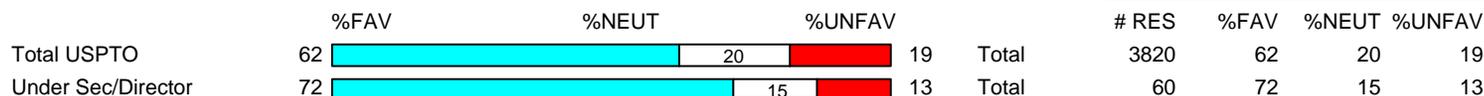
Q.70 Agree or Disagree: I have the appropriate tools (supplies, materials, and equipment) to perform my job well  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



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

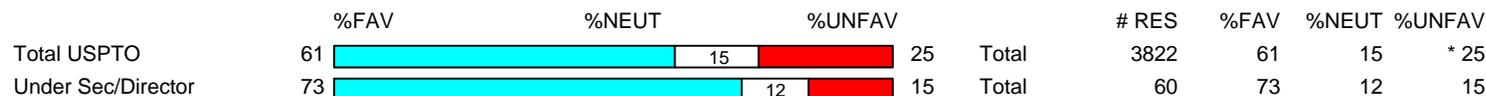
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**OTHER ISSUES IN MY WORK UNIT CONT.**

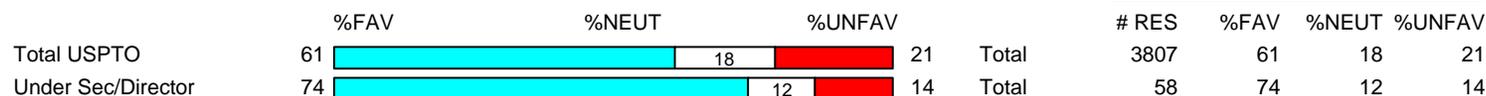
Q.84 Agree or Disagree: I am satisfied with my workspace  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



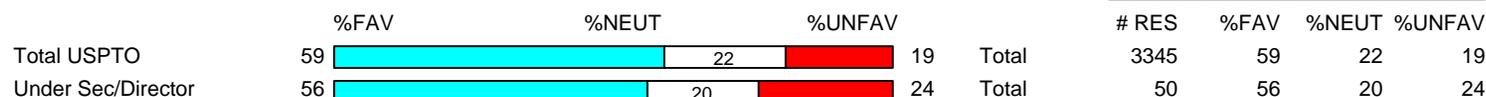
Q.87 Agree or Disagree: I am satisfied with the variety of work I do  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



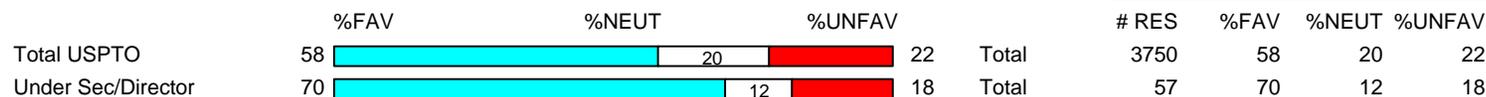
Q.78 Agree or Disagree: In the past 2 years, I have been allowed more flexibility in how I accomplish my work  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

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

2000



**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

	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV
Total USPTO	57	17	26	Total	3802	57	17	* 26
Under Sec/Director	68	14	19	Total	59	68	14	19

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

	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV
Total USPTO	53	28	20	Total	2958	53	28	20
Under Sec/Director	45	20	34	Total	44	45	20	* 34

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

2000

	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV
Total USPTO	49	24	27	Total	3653	49	24	* 27
Under Sec/Director	47	22	32	Total	60	47	22	* 32

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

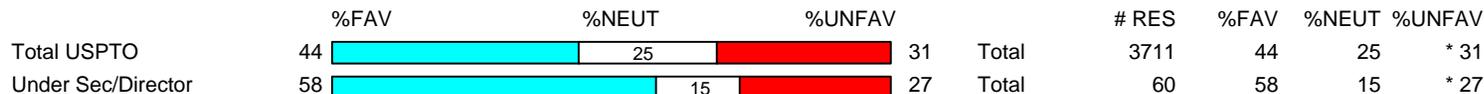
2000

	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV
Total USPTO	46	31	22	Total	3671	46	31	22
Under Sec/Director	52	38	10	Total	58	52	38	10

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

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

2000



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

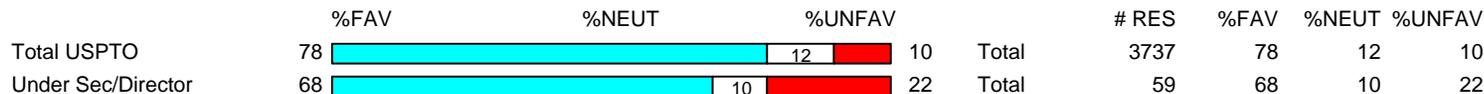
2000



**ABOUT SUPERVISION**

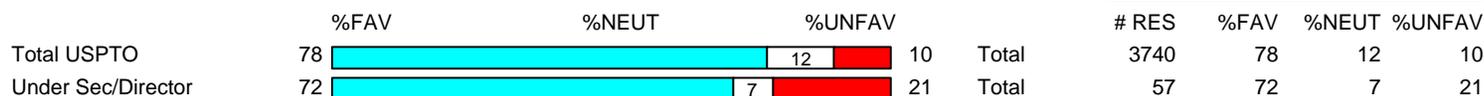
Q.97 Agree or Disagree: I receive help from my supervisor when there are work-related problems  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



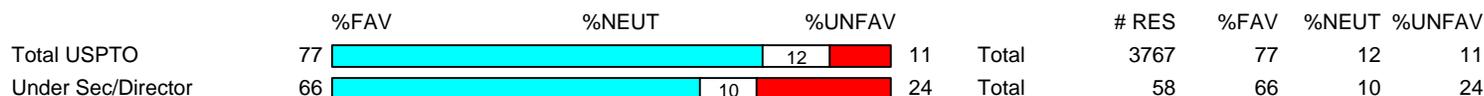
Q.98 Agree or Disagree: My supervisor is technically competent  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



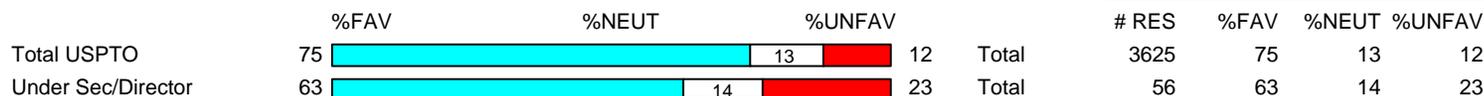
Q.93 Agree or Disagree: My supervisor communicates what is expected of me in terms of job performance  
 1=Strongly Disagree 2=Disagree 3=Neither Disagree Nor Agree 4=Agree 5=Strongly Agree

2000



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



**ABOUT SUPERVISION CONT.**

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



# RES	%FAV	%NEUT	%UNFAV
Total	3514	75	17 8
Under Sec/Director	52	69	15 15

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

2000



# RES	%FAV	%NEUT	%UNFAV
Total	3818	71	19 10
Under Sec/Director	59	49	25 * 25

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



# RES	%FAV	%NEUT	%UNFAV
Total	3741	70	14 15
Under Sec/Director	58	47	19 * 34

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



# RES	%FAV	%NEUT	%UNFAV
Total	3773	70	16 14
Under Sec/Director	57	63	7 * 30

**ABOUT SUPERVISION CONT.**

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

2000

	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV
Total USPTO	68	14	18	Total	3756	68	14	18
Under Sec/Director	53	17	31	Total	59	53	17	* 31

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

2000

	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV
Total USPTO	66	17	17	Total	3723	66	17	17
Under Sec/Director	52	15	33	Total	60	52	15	* 33

**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

	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV
Total USPTO	58	24	18	Total	3834	58	24	18
Under Sec/Director	67	20	13	Total	60	67	20	13

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

	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV
Total USPTO	49	26	25	Total	3825	49	26	* 25
Under Sec/Director	62	22	17	Total	60	62	22	17

**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

2000

	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV	
Total USPTO	90		4	6	Total	3662	90	4	6
Under Sec/Director	85		7	8	Total	59	85	7	8

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

	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV	
Total USPTO	58	23		18	Total	3379	58	23	18
Under Sec/Director	43	25		32	Total	56	43	25	* 32

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

	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV	
Total USPTO	56	25		19	Total	3024	56	25	19
Under Sec/Director	60	20		20	Total	55	60	20	20

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

	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV	
Total USPTO	38	31		31	Total	3267	38	31	* 31
Under Sec/Director	41	28		31	Total	54	41	28	* 31

**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

2000



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

2000



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



**NPR ISSUES CONT.**

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

	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV
Total USPTO	20	17	63	Total	2349	20	17	* 63
Under Sec/Director	66	11	23	Total	44	66	11	23

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

	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV
Total USPTO	18	30	52	Total	2504	18	30	* 52
Under Sec/Director	28	23	49	Total	47	28	23	* 49

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

	%FAV	%NEUT	%UNFAV		# RES	%FAV	%NEUT	%UNFAV
Total USPTO	11	25	64	Total	2314	11	25	* 64
Under Sec/Director	29	32	39	Total	38	29	32	* 39

## **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.114 Has the use of government credit cards for small office purchases been implemented in your organization?**



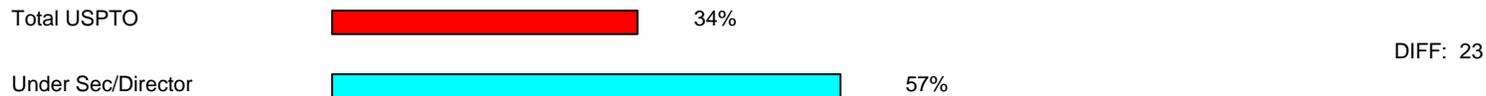
**Q.59 Agree or Disagree: The current production system allows employees time to produce quality products**



**Q.58 Agree or Disagree: The amount of work is reasonable, allowing employees to provide high quality products and services**



**Q.120 Agree or Disagree: Employees in different work units participate in cross-functional teams to accomplish work objectives**



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

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

**Q.116 Is the use of Plain Language writing being emphasized in your workplace?**



**Q.3 How would you rate the USPTO as a place to work, compared with other employers you know about?**



**Q.70 Agree or Disagree: I have the appropriate tools (supplies, materials, and equipment) to perform my job well**



**Q.112 Has your organization implemented simplified travel regulations?**



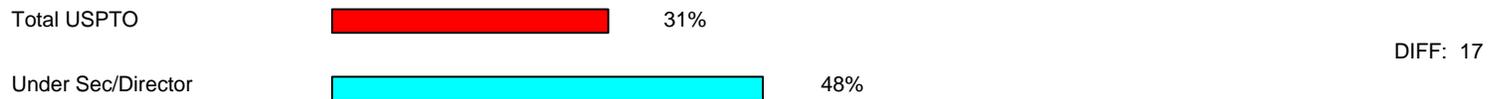
**YOUR DATA MORE FAVORABLE THAN YOUR NEXT HIGHEST COMPARISON LINE**

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

**Q.32 Agree or Disagree: My pay is fair, based on the work I do**



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



## 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.36 Agree or Disagree: I have opportunities for advancement**



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



**Q.100 How good a job do you feel is being done by your immediate supervisor/team leader?**



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



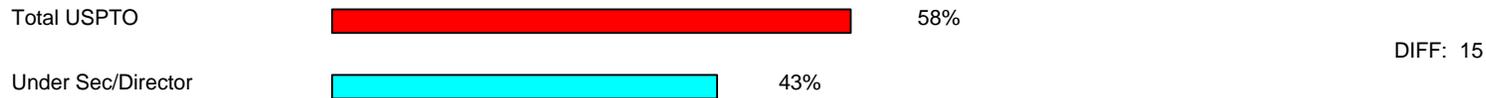
**YOUR DATA LESS FAVORABLE THAN YOUR NEXT HIGHEST COMPARISON LINE**

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

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



**Q.122 Agree or Disagree: My immediate supervisor has organized our work group effectively to get the work done**



**Q.27 Agree or Disagree: Leader(s) communicate goals**



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



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

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

**Q.50 Agree or Disagree: We have a good understanding of who our customers are**



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

