

# USDA Farm Service

**DAM (Williams, John W) Rollup**

Gallup Q<sup>12</sup>® Results

**December 2006**

**THE GALLUP ORGANIZATION**

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## Introduction

The following pages provide a summary of employee responses to the Gallup Q<sup>12®</sup> Survey. The first 13 items reflect Gallup's standard items; any remaining items are unique to your company. The survey statements were rated on a scale which required a response from among six response categories:

5	Strongly Agree / Extremely Satisfied
4	
3	
2	
1	Strongly Disagree / Extremely Dissatisfied
	Does Not Apply or Don't Know

The statement or dimension averages are based on a 5-point scale, with "1" being the lowest possible average and "5" being the highest average. "Does Not Apply" or "Don't Know" responses are not scored. Your workgroup is compared to other parts of your company. Note the following definitions.

**Gallup Q<sup>12®</sup>** The 12 items that Gallup has consistently found measure the aspects of Employee Engagement that link to business outcomes.

**GrandMean** The average, on a 5-point scale, across Gallup Q<sup>12®</sup> items.

**Gallup Public Administration 50th Percentile** The score in Gallup's overall database (2003-2005) above which 50% of all public administration workgroups scored.

**Gallup Public Administration 75th Percentile** The score in Gallup's overall database (2003-2005) above which 25% of all public administration workgroups scored.

**Top Box** The percentage of "5" (Strongly Agree / Extremely Satisfied) responses.

**Engagement Scores** The average top box response percentages for statements measuring each stage of the Engagement Pyramid.

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• Unit: DAM (Williams, John W) Rollup

• Total n: 759

		<i>Gallup Public Admin. 50th %</i>	<i>Gallup Public Admin. 75th %</i>
<i>Unit</i>	<i>Past Unit</i>		

Mean (Average) Score

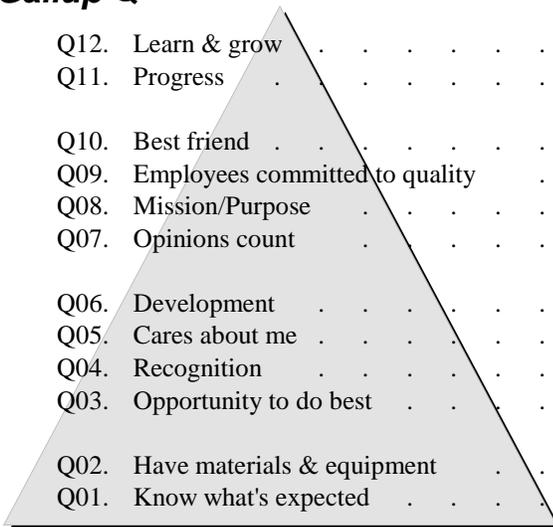
## GrandMean

3.55	3.71	3.74	4.03
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Top Box (% 5)

Q00. Overall Satisfaction	18%	22%	17%	30%
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## Gallup Q<sup>12</sup>®



Q12. Learn & grow	26	34	33	50
Q11. Progress	38	42	38	56
Q10. Best friend	32	36	30	43
Q09. Employees committed to quality	24	27	33	50
Q08. Mission/Purpose	28	31	26	40
Q07. Opinions count	21	25	20	33
Q06. Development	24	28	29	43
Q05. Cares about me	40	43	42	60
Q04. Recognition	22	28	27	43
Q03. Opportunity to do best	23	28	22	38
Q02. Have materials & equipment	28	30	25	42
Q01. Know what's expected	39	45	43	60

## Engagement Scores

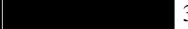
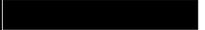
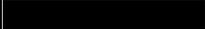


How can we grow?	32	38	36	53
Do I belong?	26	30	27	42
What do I give?	27	32	30	46
What do I get?	33	38	34	51

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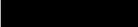
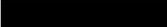
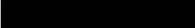
Overall Satisfaction and Gallup Q <sup>12</sup> ® Items	Sample Size	Ext. Dissatisfied . . . Ext. Satisfied					Mean (Average) Score	
		Strongly Disagree . . .		Strongly Agree			Past	
		% 1	% 2	% 3	% 4	% 5		
<b>Q00.</b> How satisfied are you with USDA Farm Service Agency as a place to work?	742	6	11	28	38	18	 3.51	↓ 3.71
<b>Q01.</b> I know what is expected of me at work.	758	3	8	16	34	39	 3.98	4.12
<b>Q02.</b> I have the materials and equipment I need to do my work right.	755	5	9	22	37	28	 3.75	3.89
<b>Q03.</b> At work, I have the opportunity to do what I do best every day.	756	9	13	23	32	23	 3.46	↓ 3.66
<b>Q04.</b> In the last seven days, I have received recognition or praise for doing good work.	745	24	14	19	21	22	 3.03	↓ 3.32
<b>Q05.</b> My supervisor, or someone at work, seems to care about me as a person.	753	7	8	17	28	40	 3.86	3.93
<b>Q06.</b> There is someone at work who encourages my development.	749	14	15	21	26	24	 3.31	3.47
<b>Q07.</b> At work, my opinions seem to count.	752	12	12	23	31	21	 3.36	3.50
<b>Q08.</b> The mission or purpose of my agency makes me feel my job is important.	750	7	10	25	30	28	 3.63	3.75
<b>Q09.</b> My associates or fellow employees are committed to doing quality work.	747	6	12	25	33	24	 3.57	3.71
<b>Q10.</b> I have a best friend at work.	722	11	14	19	24	32	 3.52	3.63
<b>Q11.</b> In the last six months, someone at work has talked to me about my progress.	750	11	9	16	27	38	 3.73	3.84
<b>Q12.</b> This last year, I have had opportunities at work to learn and grow.	745	13	12	21	29	26	 3.44	↓ 3.71

Top Line ■ GM=3.55, DAM (Williams, John W) Rollup

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Client-Specific Items	Sample Size	Strongly Disagree . . . Strongly Agree					Mean (Average) Score	Past
		% 1	% 2	% 3	% 4	% 5		
C01. My workplace is better as a result of the focus on employee engagement.	701	17	18	32	24	9	 2.91	
C02. I believe my supervisor will act on the results of this survey.	715	17	13	19	29	22	 3.27	
C03. In the last six months, my supervisor has had a conversation with me about expectations.	745	10	10	19	25	35	 3.64	

Top Line ■ DAM (Williams, John W) Rollup