

The largest increases in satisfaction since 2000 are for Salary (+0.6), Hardship Level Designation (+0.5), and Post Index (+0.4). The largest decreases in satisfaction are for Leadership of Immediate Supervisor (-0.6), LES Promotion Process (-0.5), and LES Recruitment Process (-0.4).

As satisfaction with Salary continues to grow the data show that the salary increases since the 2000 Employee Survey, specifically for FS and LES, are having a positive effect. Satisfaction with training has also continued to increase, from 5.6 to 6.0 and now 6.2. The Promotion Process for both LES and CBS remains the issue with the lowest satisfaction rating.

Exhibit 3: Satisfaction with Main Issues

