1. Sufficient emphasis has been placed by management on the importance of integrity, ethical conduct, fairness and honesty to its dealings with customers and employees.
   - Strongly Agree
   - Agree
   - Neutral
   - Disagree
   - Strongly Disagree

2. An atmosphere of mutual trust and open communication between management and employees has been established within the organization.
   - Strongly Agree
   - Agree
   - Neutral
   - Disagree
   - Strongly Disagree

3. Employees are evaluated based on real measures of performance.
   - Strongly Agree
   - Agree
   - Neutral
   - Disagree
   - Strongly Disagree

4. Answer questions 4a and 4b separately. 4a refers to department management and 4b refers to immediate supervisor.
   4a. Department management offers ideas to help solve work-related problems.
      - Strongly Agree
      - Agree
      - Neutral
      - Disagree
      - Strongly Disagree

   4b. My immediate supervisor offers ideas to help solve work-related problems.
      - Strongly Agree
      - Agree
      - Neutral
      - Disagree
      - Strongly Disagree

5a. Management encourages members of your workgroup to exchange ideas within your program unit.
   - Strongly Agree
   - Agree
5b. Management encourages members of your workgroup to exchange ideas across division lines.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

6. Staff understands their roles in achieving the department's objectives.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

7. Employees have a clear understanding of their authority and responsibility.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

8. Answer questions 8a and 8b separately. 8a refers to department management and 8b refers to immediate supervisor.

8a. Department management welcomes employee suggestions for enhancing productivity, quality or other improvements.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

8b. My immediate supervisor welcomes employee suggestions for enhancing productivity, quality or other improvements.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

9. Information is communicated downstream as necessary for follow-up.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

10. Information is communicated upstream as necessary for follow-up.

- Strongly Agree
- Agree
11. Managers in my department make decisions in a timely fashion.
   - Strongly Agree
   - Agree
   - Neutral
   - Disagree
   - Strongly Disagree

12. I have the materials/tools/equipment I need to do my job well.
    - Strongly Agree
    - Agree
    - Neutral
    - Disagree
    - Strongly Disagree

13. My department keeps employees informed about matters affecting us.
    - Strongly Agree
    - Agree
    - Neutral
    - Disagree
    - Strongly Disagree

14. My supervisor effectively balances the workload across our workgroup or team.
    - Strongly Agree
    - Agree
    - Neutral
    - Disagree
    - Strongly Disagree