



OFFICE OF THE INSPECTOR GENERAL - U.S. NUCLEAR REGULATORY COMMISSION

NRC SAFETY CULTURE AND CLIMATE SURVEY 1998

NRC 98: HR/SBCR/CSU REPORT

VOLUME 12

DATA COLLECTED FIRST QUARTER 1998

INTERNATIONAL SURVEY RESEARCH
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INTERNATIONAL SURVEY RESEARCH
READING SURVEY DATA REPORTS

THE FIRST PAGES OF EACH DATA REPORT SUMMARIZE FAVORABLE RESPONSES TO ENTIRE CATEGORIES OF ITEMS. THESE CATEGORY SCORES ARE AVERAGES OF THE RESPONSES TO A NUMBER OF ITEM'S ABOUT ASPECTS OF THE WORKING ENVIRONMENT SUCH AS COMMUNICATION OR SUPERVISION. THE CATEGORY AVERAGES GIVE A "BIRD'S EYE" VIEW OF THE HIGHER AND LOWER-SCORING AREAS IN THE SURVEY.

SOME DATA REPORTS ARE INTERNAL, E.G., A DEPARTMENT IS COMPARED TO THE COMPANY AS A WHOLE; OTHER DATA REPORTS USE EXTERNAL COMPARISONS SUCH AS OUTSIDE NORMS OR PRIOR YEAR COMPARISONS. BECAUSE SOME OF THE ITEMS INCLUDED IN THE QUESTIONNAIRE WERE DESIGNED SPECIFICALLY FOR YOUR COMPANY, THEY HAVE NO NORM COMPARISONS. LIKEWISE, IF ANY ITEMS IN THE CURRENT SURVEY WERE NOT ASKED IN A PRIOR SURVEY, THERE CAN BE NO COMPARISON FOR THOSE ITEMS.

THE CATEGORY AVERAGES ARE AVERAGES OF ONLY ITEMS THAT HAVE COMPARISON DATA. FOR EXAMPLE, IF THE COMMUNICATION CATEGORY HAS 8 ITEMS BUT ONLY 5 OF THESE ITEMS HAVE NORMS, ONLY 5 ITEMS WOULD BE AVERAGED IN A DATA REPORT COMPARING YOUR COMPANY TO A NORM. IN OTHER REPORT VOLUMES THAT CONTAIN INTERNAL COMPARISONS AMONG GROUPS WITHIN YOUR COMPANY, THE CATEGORY AVERAGES MAY DIFFER BECAUSE ALL ITEMS IN A CATEGORY CAN BE AVERAGED.

WHEN AN * APPEARS BY ANY NUMBER IN THE DATA REPORT, IT INDICATES THAT THERE IS A STATISTICALLY SIGNIFICANT DIFFERENCE BETWEEN A PARTICULAR GROUP'S RESPONSE AND THAT

OF A COMPARISON GROUP. THE STATISTICAL TEST THAT PRODUCES THE * INDICATES THAT THERE ARE ONLY FIVE CHANCES IN A HUNDRED THAT A DIFFERENCE THAT GREAT COULD OCCUR BY CHANCE.

FOLLOWING THE CATEGORY AVERAGES, EACH CATEGORY IS REPORTED ITEM BY ITEM. MOST ITEMS IN THE SURVEY ARE WORDED IN A POSITIVE MANNER, E.G. "MORALE IN MY GROUP IS HIGH." A CERTAIN PERCENTAGE OF QUESTIONNAIRE ITEMS WILL BE WORDED NEGATIVELY, E.G., "I AM OFTEN BOTHERED BY EXCESSIVE PRESSURE ON MY JOB." IN ALL DATA REPORTS, ISR GRAPHS THE FAVORABLE RESPONSE TO ITEMS, REGARDLESS OF THE ITEM WORDING. TO REMIND THE READER OF THIS PRACTICE, THOSE ITEMS THAT HAVE A FAVORABLE RESPONSE OF "DISAGREE" WILL INDICATE THAT FACT IMMEDIATELY AFTER THE ITEM. IN EVERY CASE, THE HIGHER THE SCORE IN THE "TOTAL FAVORABLE" COLUMN IS, THE BETTER IT IS.

THE ITEM-LEVEL REPORTS SHOW RESPONSES IN DETAIL. WHEN YOU REVIEW YOUR ITEM DATA, EACH OF THE DETAILED RESPONSES SHOWN MAY HAVE VALUE. FOR INSTANCE, OCCASIONALLY A QUESTION WILL NOT BE APPLICABLE TO A PARTICULAR GROUP OR THEY DID NOT UNDERSTAND THE QUESTION. A HIGH "?" RESPONSE CAN DEPRESS THE TOTAL FAVORABLE COLUMN AND MAKE A GROUP APPEAR TO BE RESPONDING UNFAVORABLY WHEN THEY SIMPLY DID NOT ANSWER THE ITEM ONE WAY OR ANOTHER.

ON THE FOLLOWING PAGE, AN ITEM-LEVEL REPORT IS ILLUSTRATED.

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THE FOLLOWING ILLUSTRATION SHOWS HOW TO READ EACH COLUMN IN THE ITEM PROFILE.

COLUMN 1 CONSISTS OF A STATEMENT OF EACH ITEM IN THE CATEGORY.

COLUMN 2 INDICATES THE EXACT NUMBER OF RESPONDENTS TO EACH ITEM.

COLUMN 3 IS A GRAPHIC REPRESENTATION OF THE "TOTAL FAVORABLE" RESPONSE TO EACH ITEM (% THAT "TENDED TO FAVOR" AND WERE ABSOLUTELY FAVORABLE).

COLUMN 4 SHOWS THE EXACT PERCENTAGE OF THE "TOTAL FAVORABLE" RESPONSE.

COLUMN 5 REPORTS THE DIFFERENCE BETWEEN THE GROUPS' PERCENTAGES OF FAVORABLE RESPONSE.

COLUMNS 6, 7, 8, AND 9 REPORT THE PERCENTAGE OF RESPONDENTS SELECTING EACH RESPONSE. THE ABSOLUTELY FAVORABLE RESPONSE IS OMITTED, BUT IT MAY BE DERIVED BY SUBTRACTING THE PERCENTAGE OF "TEND TO FAVOR" FROM THE "TOTAL FAVORABLE".

COLUMN 10 REPORTS THE "TOTAL UNFAVORABLE" RESPONSE -- THE SUM OF THOSE WHO "TENDED NOT TO FAVOR" AND "DID NOT FAVOR". OCCASIONALLY, THE DIFFERENCE COLUMN WILL REPORT A SCORE THAT IS + OR - 1 FROM WHAT ARITHMETIC WOULD INDICATE. THIS DIFFERENCE IS THE RESULT OF ROUNDING.

ITEM PROFILE

GROUP

HOURLY OPERATIONS OVERALL CURRENT YEAR
HOURLY OPERATIONS OVERALL PREVIOUS YEAR

SYMBOL NUMBER
C 4156
X 2811

ITEM	NUMBER	PERCENT FAVORABLE RESPONSE	TOTAL FAVORABLE	DIFF	TEND TO FAVOR	"?"	TEND NOT TO FAVOR	DO NOT FAVOR	TOTAL UNFAVORABLE
3. I UNDERSTAND HOW MY PERFORMANCE ON THE JOB IS EVALUATED.	4136		68	2	32	12	14	6	20
	2795		66		31	12	14	7	21
46. THE COMPANY IS TOO LENIENT WITH EMPLOYEES WHO PERFORM POORLY. (DISAGREE)	4126		46	-2	26	20	18	15	34
	2784		48		25	21	17	14	31*
58. MY PERFORMANCE APPRAISALS HAVE BEEN CONDUCTED ON A REGULAR AND TIMELY BASIS.	4125		52		25	13	17	18	35

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1696	AND NRC OVERALL 1998	

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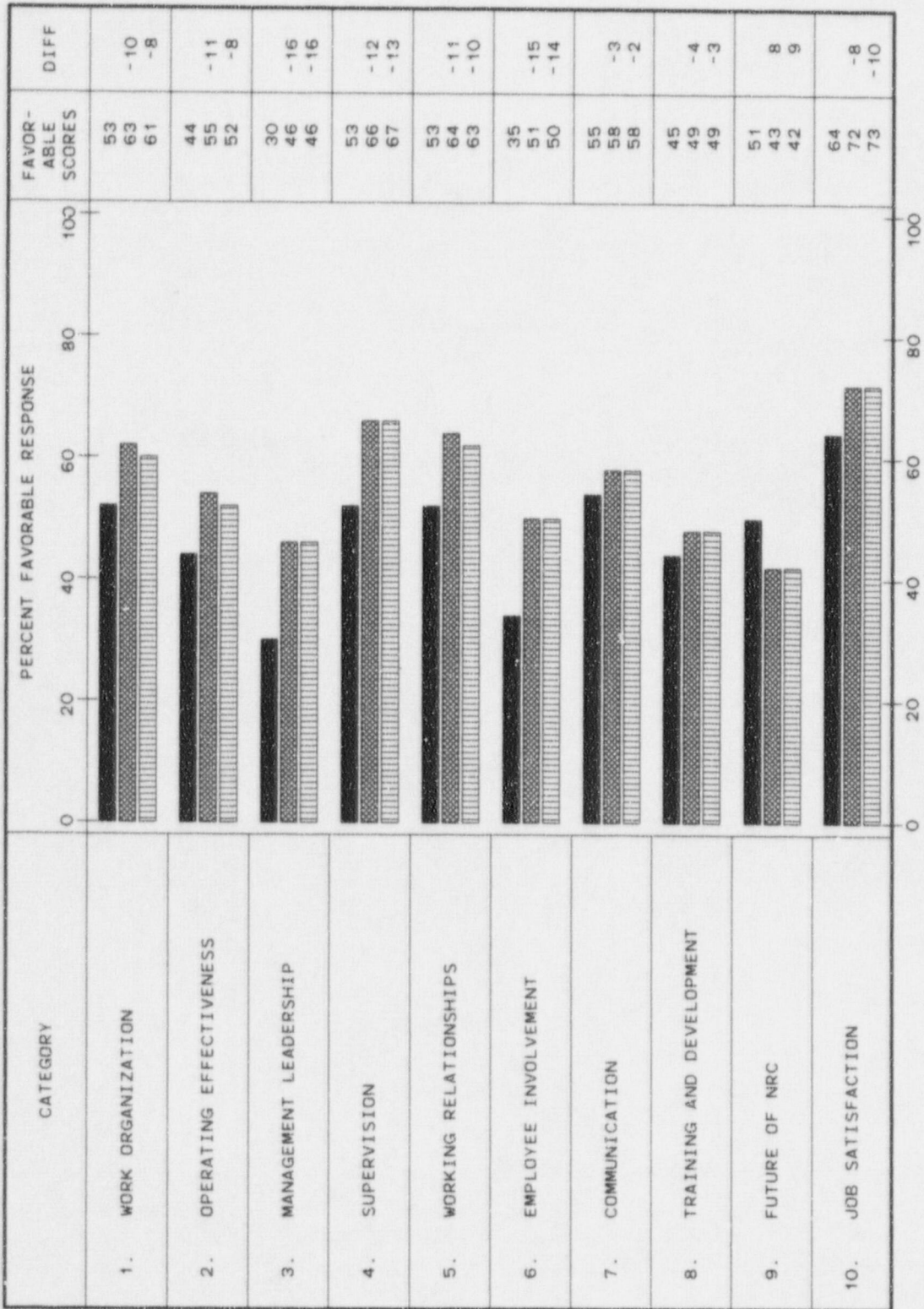




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SUMMARY PROFILE

GROUP	SYMBOL	NUMBER
HR/SBCR/CSU	I	31
HEADQUARTERS	B	1072
NRC OVERALL 1998	A	1696

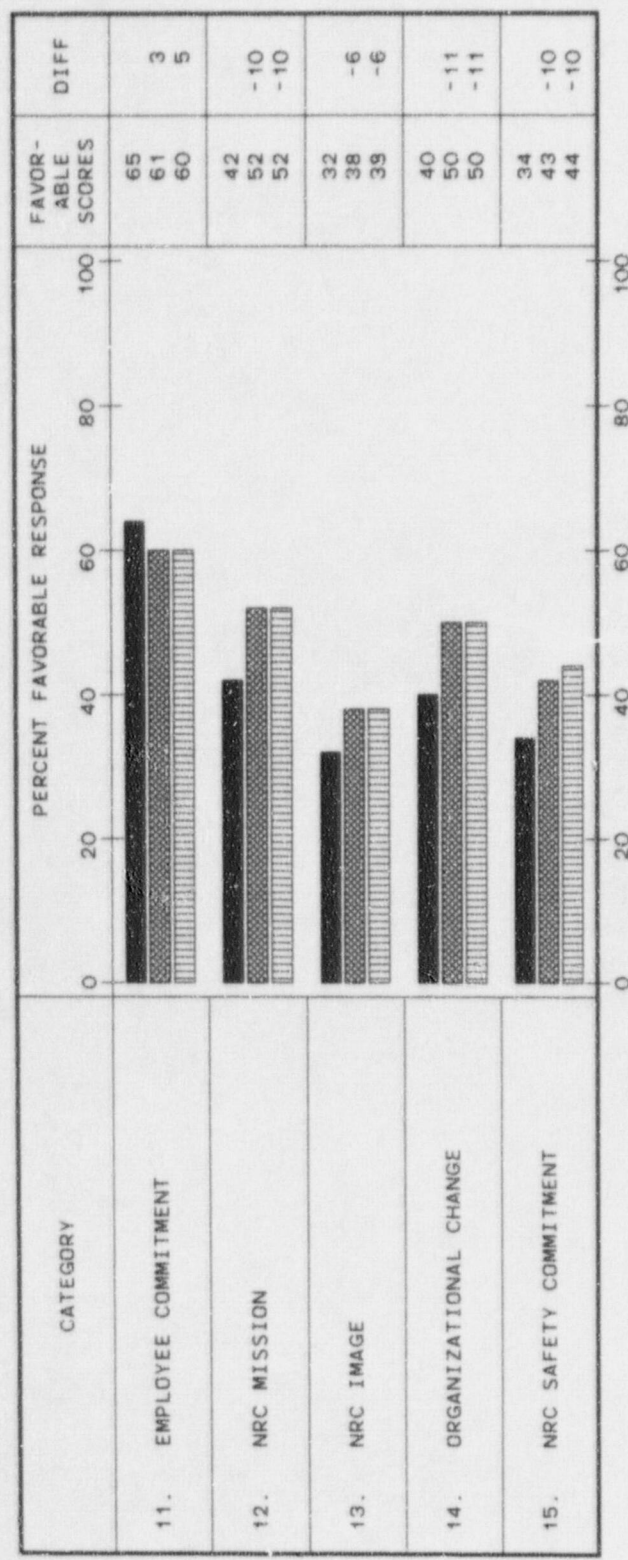




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SUMMARY PROFILE (CONTINUED)

GROUP	SYMBOL	NUMBER
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HEADQUARTERS	B	1072
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ITEM PROFILE

GROUP	SYMBOL	NUMBER
HR/SBCR/CSU	I	31
HEADQUARTERS	B	1072
NRC OVERALL 1998	A	1696

CATEGORY 1: WORK ORGANIZATION

ITEM	NUMBER	PERCENT FAVORABLE RESPONSE	TOTAL FAVORABLE	DIFF	TEND TO FAVOR	"?"	TEND NOT TO FAVOR	DO NOT FAVOR	TOTAL UNFAVORABLE
1. I HAVE A VERY CLEAR IDEA OF MY JOB RESPONSIBILITIES.	31 1069 1690		87 91 91	-4 -3	23 23 27	0 3 3	6 4 5	6 2* 2	13 6 7
7. MY WORK UNIT IS WELL ORGANIZED.	31 1067 1689		58 68 67	-10 -9	45 38 38	6 10 10	10 14 16	26 8* 7*	35 22 23
16. THERE IS USUALLY SUFFICIENT STAFF IN MY WORK UNIT TO HANDLE THE WORKLOAD.	31 1067 1689		23 50 48	-27* -25*	19 33 32	10 7 8	42 23* 25*	26 19 19	68 43* 44*
25. THERE IS TOO MUCH DUPLICATION OF EFFORT ACROSS WORK UNITS IN THE NRC. (DISAGREE)	31 1063 1684		23 33 30	-10 -8	16 27 24	32 27 25	26 25 26	19 16 19	45 41 45
31. THE AMOUNT OF STRESS I EXPERIENCE IN MY JOB SERIOUSLY REDUCES MY EFFECTIVENESS. (DISAGREE)	31 1064 1683		48 59 59	-11 -10	26 36 36	13 10 11	26 19 20	13 12 11	39 30 30
41. I AM OFTEN EXPECTED TO DO THINGS THAT I DO NOT FEEL SUFFICIENTLY SKILLED TO DO. (DISAGREE)	31 1065 1684		81 77 75	3 6	61 44 43*	6 8 8	6 10 12	6 4 5	13 15 17

*A STATISTICALLY SIGNIFICANT COMPARISON



ITEM PROFILE

GROUP SYMBOL NUMBER

HR/SBCR/CSU 31
HEADQUARTERS 1072
NRC OVERALL 1998 1696

CATEGORY 2: OPERATING EFFECTIVENESS

ITEM	NUMBER	PERCENT FAVORABLE RESPONSE	TOTAL FAVORABLE	DIFF	TEND TO FAVOR	"?"	TEND NOT TO FAVOR	DO NOT FAVOR	TOTAL UNFAVORABLE
12. PRIORITIES OR WORK OBJECTIVES ARE CHANGED SO FREQUENTLY, I HAVE TROUBLE GETTING MY WORK DONE. (DISAGREE)	31 1067 1689		39 57 53	-18* -14	26 34 33	3 10 10	35 20* 23	23 14 15	58 34* 37*
21. I HAVE THE COMPUTER SYSTEMS SUPPORT I NEED TO DO MY JOB EFFECTIVELY.	31 1067 1688		71 79 72	-8 -1	19 34 35	6 4 4	16 11 14	6 6 9	23 17 23
32. THERE IS TOO MUCH UNNECESSARY PAPERWORK IN MY JOB. (DISAGREE)	31 1066 1685		29 32 29	-3 0	16 24 21	3 10 9	42 32 34	26 26 28	68 58 62
44. THE PRIORITIZATION OF TASKS IN MY WORK UNIT IS CLEAR.	31 1060 1673		39 54 55	-15 -16	32 33 35	6 10 9	29 23 23	26 13* 13*	55 37* 36*

*A STATISTICALLY SIGNIFICANT COMPARISON



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CATEGORY 3: MANAGEMENT LEADERSHIP

ITEM	NUMBER	PERCENT FAVORABLE RESPONSE	TOTAL FAVORABLE	DIFF	TEND TO FAVOR	"?"	TEND NOT TO FAVOR	DO NOT FAVOR	TOTAL UNFAVORABLE
13. JRC SENIOR MANAGEMENT PROVIDES A CLEAR SENSE OF DIRECTION.	31 1067 1689		29 32 33	-3 -4	26 25 26	3 18 17	23 27 28	35 23 21	58 50 50
33. THE MANAGEMENT STYLE AT THE NRC ENCOURAGES EMPLOYEES TO GIVE THEIR BEST.	30 1066 1686		30 34 33	-4 -3	30 27 25	7 13 13	40 30 30	23 23 23	63 53 53

51. IN MY JUDGMENT, THE FOLLOWING ARE WELL MANAGED:

ITEM	NUMBER	PERCENT FAVORABLE RESPONSE	TOTAL FAVORABLE	DIFF	TEND TO FAVOR	"?"	TEND NOT TO FAVOR	DO NOT FAVOR	TOTAL UNFAVORABLE
51-A. MY WORK UNIT	31 1061 1679		55 67 68	-12 -13	29 34 35	6 6 7	23 15 15	16 12 11	39 26 26
51-B. MY DIVISION	31 1047 1664		23 53 54	-31* -32*	19 33 35	42 15* 14*	13 19 20	23 12 11	35 31 32
51-C. MY OFFICE/REGION	31 1056 1675		29 51 51	-22* -22*	23 33 34	13 16 15	29 20 21	29 13* 13*	58 33* 34*
51-D. THE NRC AS A WHOLE	31 1058 1677		42 45 44	-3 -2	35 36 36	26 22 21	23 21 22	10 13 13	32 34 35

*A STATISTICALLY SIGNIFICANT COMPARISON

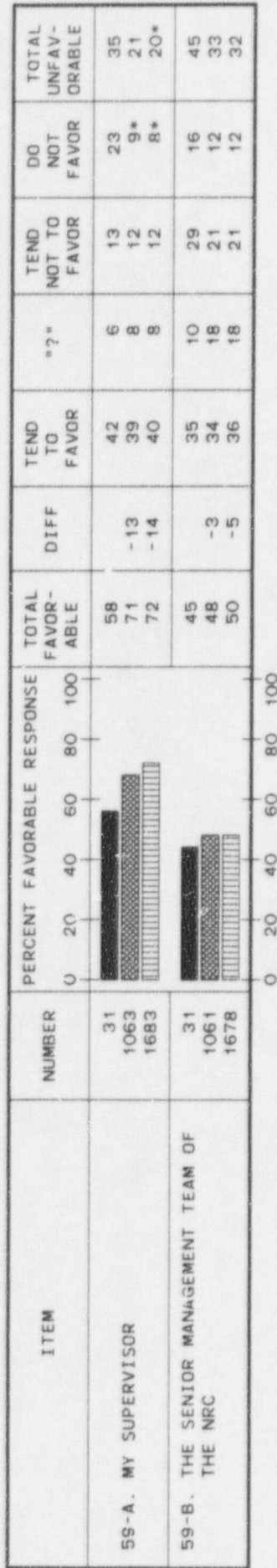


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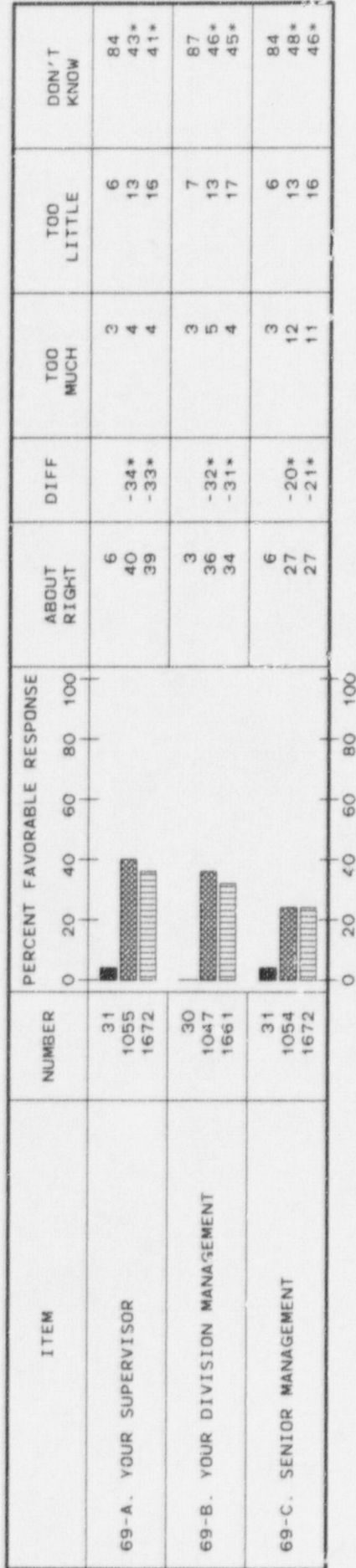
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CATEGORY 3: MANAGEMENT LEADERSHIP (CONTINUED)

59. I HAVE CONFIDENCE IN THE DECISIONS MADE BY:



69. PLEASE RATE THE AMOUNT OF EFFORT THE FOLLOWING LEVELS OF MANAGEMENT ARE MAKING TO IMPLEMENT "RISK-INFORMED METHODOLOGIES" IN YOUR AREA:



*A STATISTICALLY SIGNIFICANT COMPARISON





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CATEGORY 4: SUPERVISION

ITEM	NUMBER	PERCENT FAVORABLE RESPONSE	TOTAL FAVORABLE	DIFF	TEND TO FAVOR	"?"	TEND NOT TO FAVOR	DO NOT FAVOR	TOTAL UNFAVORABLE
17. MY SUPERVISOR HAS SUFFICIENT AUTHORITY.	30 1067 1687		60 67 68	-7 -8	30 35 37	10 11 10	17 16 16	13 7 6	30 23 22
34. MY SUPERVISOR UNDERSTANDS THE TECHNICAL ASPECTS OF MY WORK.	31 1064 1681		45 69 72	-24* -27*	29 32 32	16 11 9	26 10* 10*	13 10 9	39 20* 19*
42. MY SUPERVISOR DOES A GOOD JOB OF BUILDING TEAMWORK.	31 1061 1673		45 49 50	-4 -5	39 27 29	3 14 14	26 20 19	26 18 17	52 37 36

61. MY SUPERVISOR:

ITEM	NUMBER	PERCENT FAVORABLE RESPONSE	TOTAL FAVORABLE	DIFF	TEND TO FAVOR	"?"	TEND NOT TO FAVOR	DO NOT FAVOR	TOTAL UNFAVORABLE
61-A. IS COMPETENT IN THE TECHNICAL RESPONSIBILITIES OF THE JOB	31 1065 1684		74 78 80	-4 -6	42 31 31	0 7 6	3 8 7	23 7* 6*	26 15 14
61-B. IS AVAILABLE WHEN NEEDED	31 1063 1683		52 76 75	-24* -24*	26 36 36	3 6 6	29 11* 12*	16 8 7*	45 19* 19*
61-C. MANAGES PEOPLE WELL	31 1065 1685		39 56 56	-17 -17	23 29 29	6 10 10	32 19 19	23 15 15	55 34* 34*
61-D. COMMUNICATES EFFECTIVELY	31 1065 1685		58 65 65	-7 -7	42 35 34	3 8 7	16 15 16	23 12 12	39 27 28

*A STATISTICALLY SIGNIFICANT COMPARISON



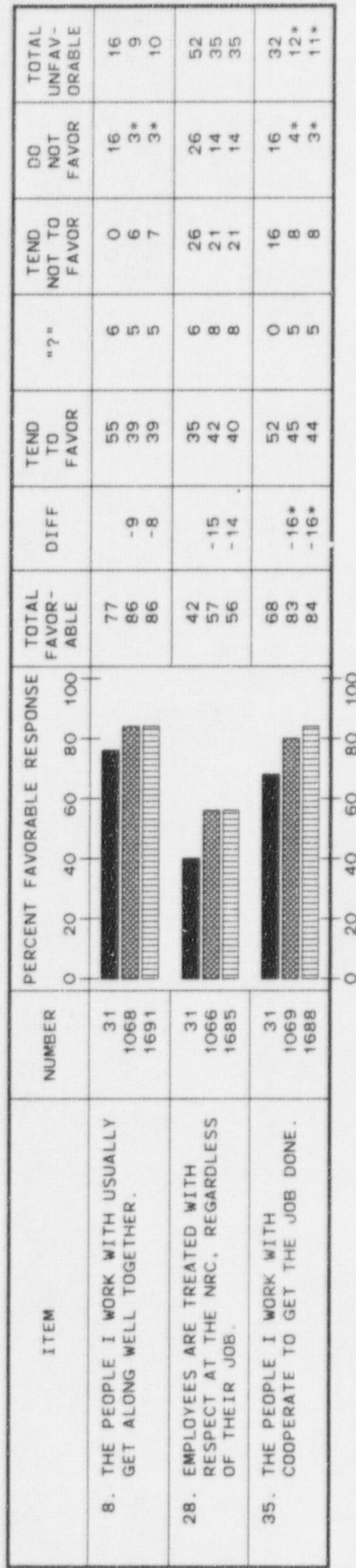
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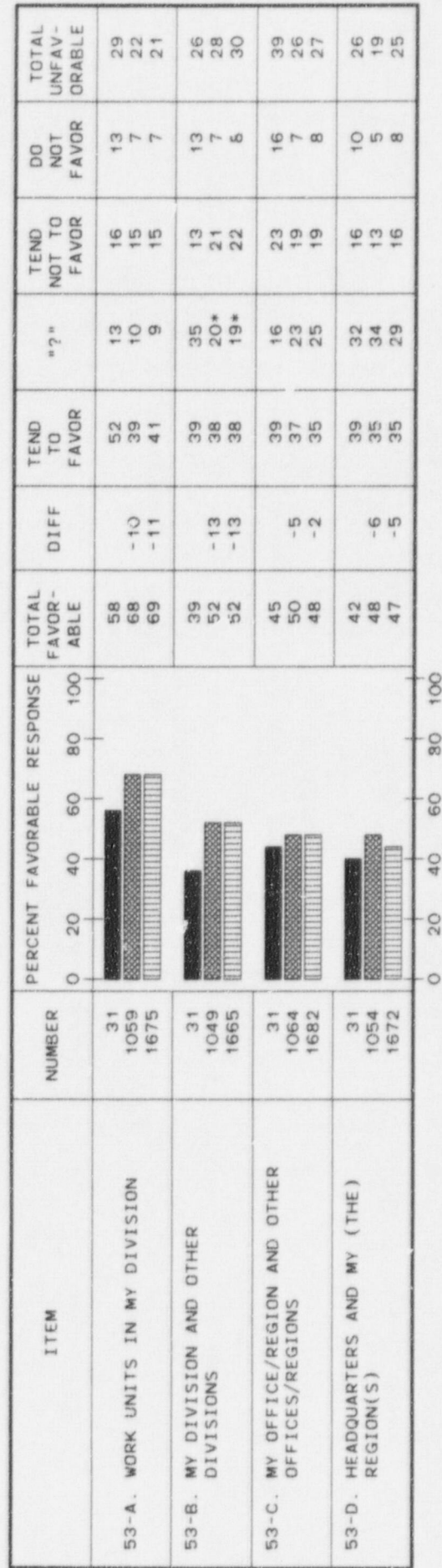
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CATEGORY 5: WORKING RELATIONSHIPS



53. IN MY EXPERIENCE, THERE IS GOOD COOPERATION BETWEEN:



*A STATISTICALLY SIGNIFICANT COMPARISON



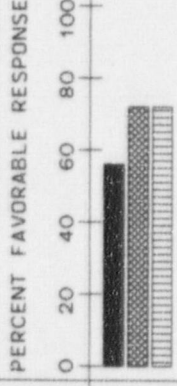
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CATEGORY 6: EMPLOYEE INVOLVEMENT

ITEM	NUMBER	PERCENT FAVORABLE RESPONSE	TOTAL FAVORABLE	DIFF	TEND TO FAVOR	"?"	TEND NOT TO FAVOR	DO NOT FAVOR	TOTAL UNFAVORABLE
4. I HAVE SUFFICIENT AUTHORITY TO DO MY JOB WELL.	31 1065 1687		58 73 74	-15 -15	23 34 34	13 8 8	13 13 12	16 7* 6*	29 19 18
14. I BELIEVE HIGHER MANAGEMENT LEVELS TRUST THE JUDGMENT OF EMPLOYEES AT MY LEVEL IN THE ORGANIZATION.	31 1068 1691		19 40 40	-21* -20*	13 28 28	13 13 12	29 24 24	39 23* 24	68 47* 48*
23. DIFFERING OPINIONS ARE OPENLY DISCUSSED IN REACHING DECISIONS IN MY WORK UNIT.	31 1065 1688		26 59 59	-33* -34*	16 34* 34*	26 14 14	29 15* 16*	19 12 11	48 27* 26*
36. I HAVE THE OPPORTUNITY FOR INPUT BEFORE CHANGES ARE MADE WHICH WILL AFFECT MY WORK.	31 1067 1685		29 58 57	-29* -28*	19 34 35	6 8 9	19 20 20	45 14* 14*	65 34* 34*
43. IN THE CURRENT WORK CLIMATE, I AM FREQUENTLY AFRAID TO MAKE A MISTAKE, NO MATTER HOW INSIGNIFICANT. (DISAGREE)	31 1060 1673		65 61 58	3 7	42 34 33	10 8 8	13 19 21	13 12 13	26 31 34

*A STATISTICALLY SIGNIFICANT COMPARISON

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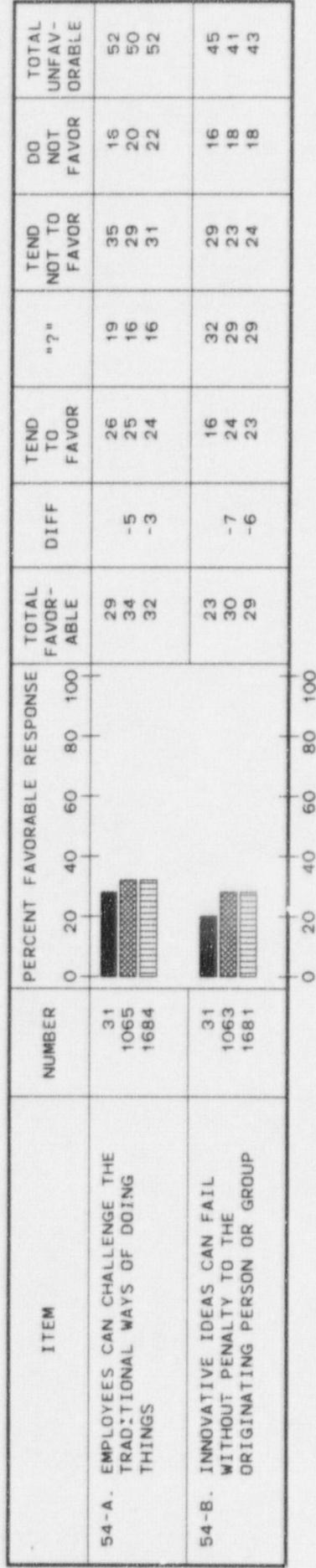


ITEM PROFILE

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CATEGORY 6: EMPLOYEE INVOLVEMENT (CONTINUED)

54. THE NRC HAS ESTABLISHED A CLIMATE WHERE:





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CATEGORY 7: COMMUNICATION

ITEM	NUMBER	PERCENT FAVORABLE RESPONSE	TOTAL FAVORABLE	DIFF	TEND TO FAVOR	"?"	TEND NOT TO FAVOR	DO NOT FAVOR	TOTAL UNFAVORABLE
5. WE USUALLY HEAR ABOUT IMPORTANT MATTERS FIRST THROUGH RUMORS. (DISAGREE)	31 1065 1686		16 24 25	-8 -9	13 17 18	6 11 11	48 35 35	29 30 29	77 66 64
15. THE NRC DOES AN EXCELLENT JOB OF KEEPING ITS EMPLOYEES INFORMED ABOUT MATTERS AFFECTING THE AGENCY.	31 1065 1687		48 43 41	5 7	45 34 33	13 16 16	29 27 27	10 14 15	39 41 43
22. MOST OF THE TIME IT IS SAFE TO SPEAK UP IN THE NRC.	31 1064 1687		32 45 45	-13 -13	29 31 31	13 16 16	19 20 21	35 19* 18*	55 39 39
27. THE INFORMATION I NEED TO DO MY JOB IS READILY AVAILABLE.	31 1066 1689		74 75 71	-1 3	55 48 48	3 7 7	13 13 16	10 5 6	23 18 22
37. I UNDERSTAND HOW THE GOALS AND OBJECTIVES OF MY WORK UNIT FIT INTO THE NRC'S OVERALL FUTURE DIRECTION.	31 1065 1684		65 69 67	-5 -2	45 36 36	19 11 13	6 12 13	10 8 8	16 19 21
45. THE POLICIES AND DECISIONS MADE BY THE AGENCY ARE ADEQUATELY COMMUNICATED TO NRC EMPLOYEES.	31 1060 1673		52 45 44	7 8	45 35 35	13 15 15	26 26 28	10 15 14	35 40 42

*A STATISTICALLY SIGNIFICANT COMPARISON

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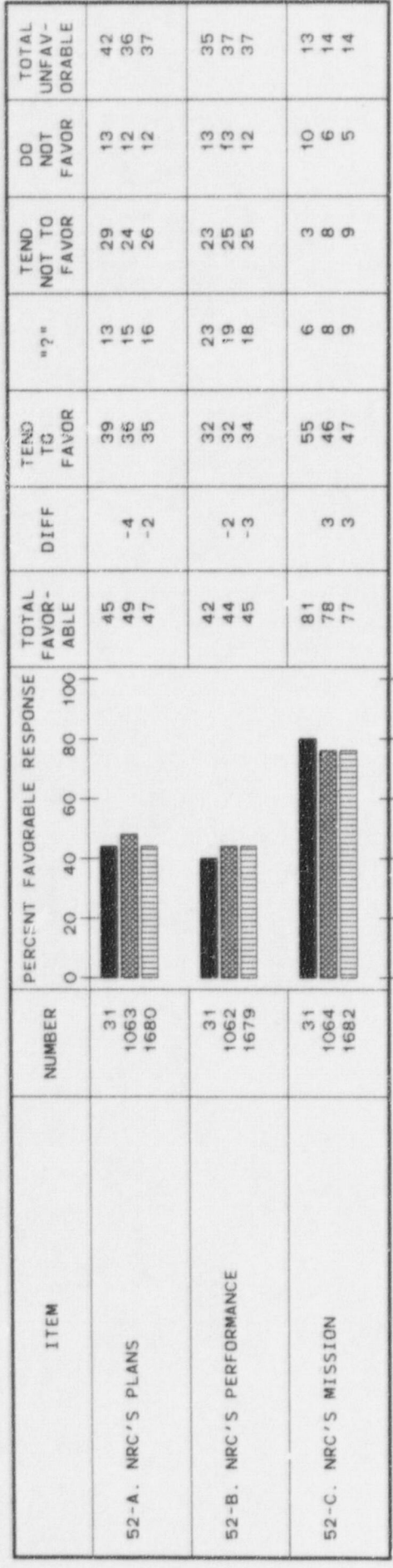


ITEM PROFILE

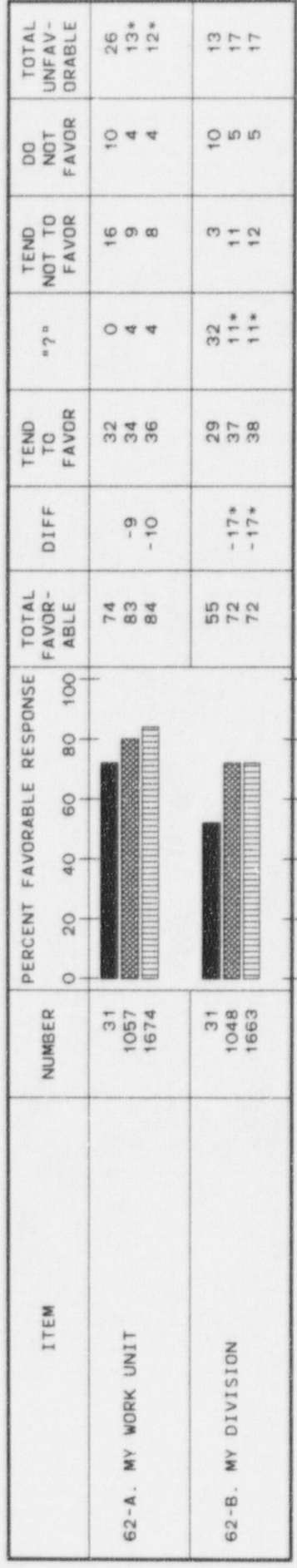
GROUP	SYMBOL	NUMBER
HR/SBCR/CSU	I	31
HEADQUARTERS	B	1072
NRC OVERALL 1998	A	1696

CATEGORY 7: COMMUNICATION (CONTINUED)

52. I AM SUFFICIENTLY INFORMED ABOUT:



62. I HAVE A CLEAR UNDERSTANDING OF THE GOALS AND OBJECTIVES OF:



*A STATISTICALLY SIGNIFICANT COMPARISON





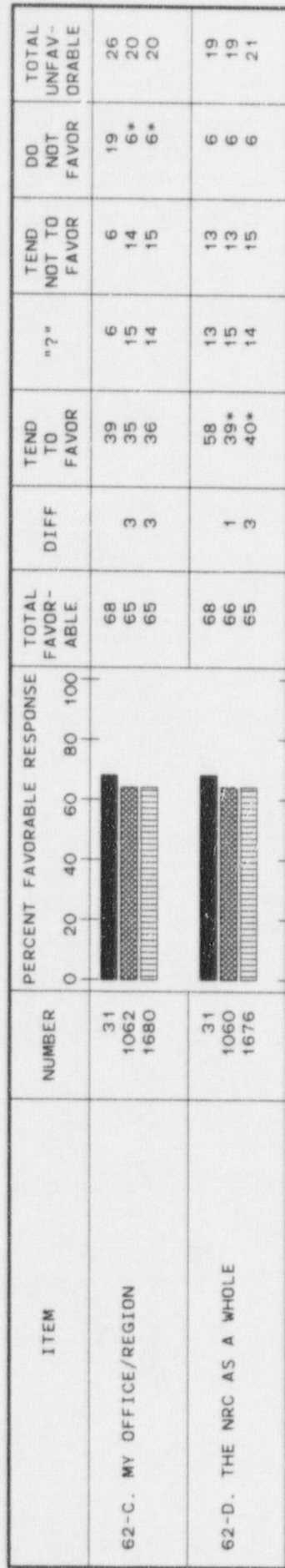
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HEADQUARTERS	B	1072
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CATEGORY 7: COMMUNICATION (CONTINUED)

62. I HAVE A CLEAR UNDERSTANDING OF THE GOALS AND OBJECTIVES OF:



*A STATISTICALLY SIGNIFICANT COMPARISON



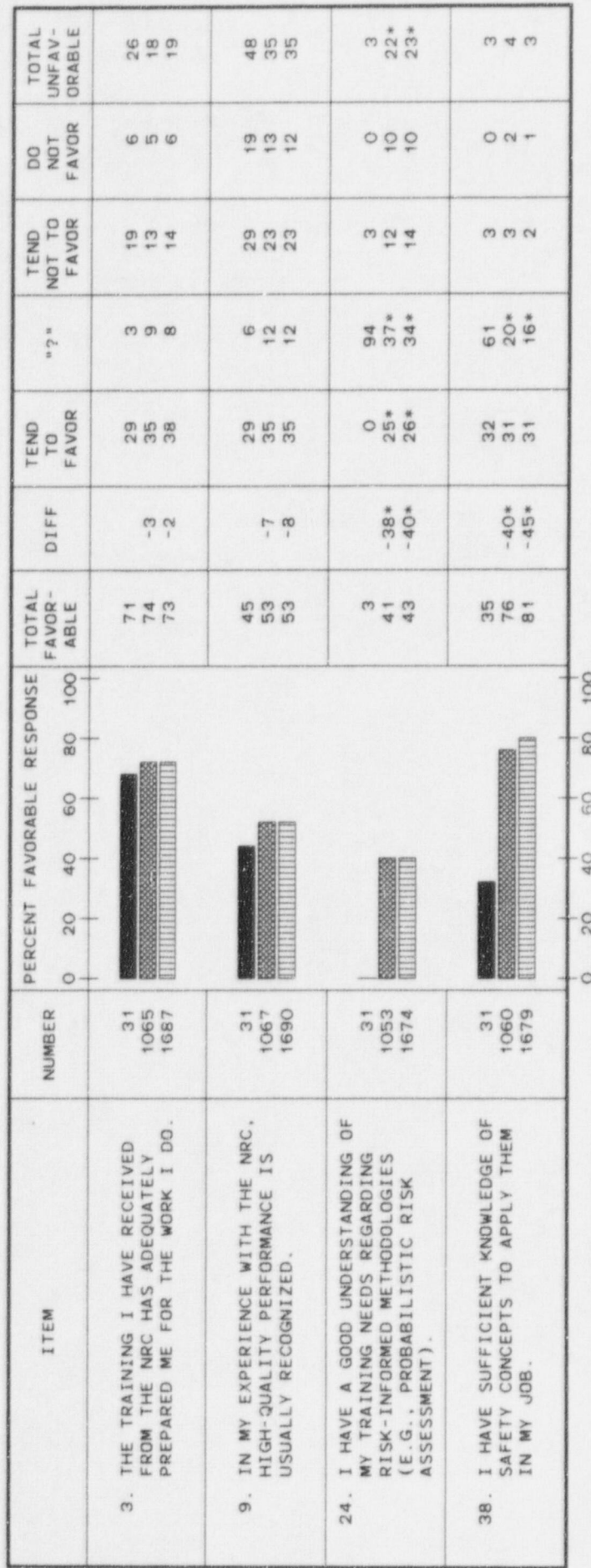
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CATEGORY 8: TRAINING AND DEVELOPMENT



*A STATISTICALLY SIGNIFICANT COMPARISON

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HR/SBCR/CSU	I	31
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CATEGORY 8: TRAINING AND DEVELOPMENT (CONTINUED)

49. THERE ARE SUFFICIENT OPPORTUNITIES FOR ME TO RECEIVE:

ITEM	NUMBER	PERCENT FAVORABLE RESPONSE	TOTAL FAVORABLE	DIFF	TEND TO FAVOR	"?"	TEND NOT TO FAVOR	DO NOT FAVOR	TOTAL UNFAVORABLE
49-A. TRAINING TO IMPROVE MY SKILLS IN MY CURRENT JOB	31 1061 1673		81 74 70	7 11	48 39 39	0 5 5	16 14 16	3 7 8	19 21 25
49-B. CROSS-TRAINING TO LEARN OTHER JOBS	31 1058 1670		48 34 33	14 15	39 23* 22*	3 17* 15	26 27 30	23 22 22	48 49 52
49-C. TRAINING TO INCREASE MY ELIGIBILITY FOR A BETTER JOB	31 1060 1673		48 39 37	9 12	29 25 24	6 17 16	26 24 25	19 20 23	45 44 48

55. I THINK THE NRC IS DOING A GOOD JOB OF:

ITEM	NUMBER	PERCENT FAVORABLE RESPONSE	TOTAL FAVORABLE	DIFF	TEND TO FAVOR	"?"	TEND NOT TO FAVOR	DO NOT FAVOR	TOTAL UNFAVORABLE
55-A. RECRUITING THE RIGHT PEOPLE FOR ITS FUTURE NEEDS	31 1065 1684		48 38 40	10 8	35 31 32	16 29 27	19 21 20	16 12 13	35 33 33

*A STATISTICALLY SIGNIFICANT COMPARISON

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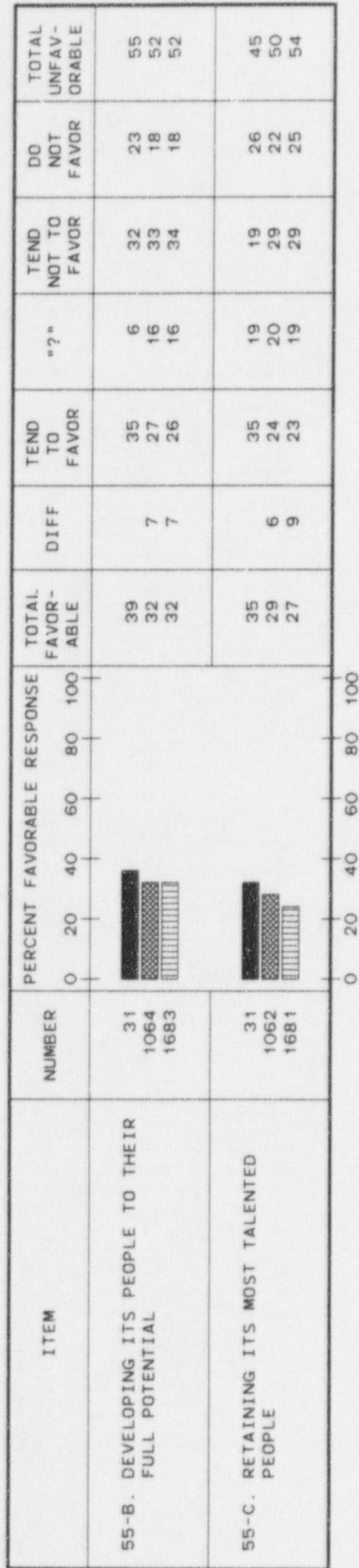
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HR/SBCR/CSU	I [Solid Bar]	31
HEADQUARTERS	B [Hatched Bar]	1072
NRC OVERALL 1998	A [Vertical Lines]	1696

CATEGORY 8: TRAINING AND DEVELOPMENT (CONTINUED)

55. I THINK THE NRC IS DOING A GOOD JOB OF:



PLEASE REFER TO THE FOLLOWING KEY FOR THE REPORT HEADINGS USED FOR QUESTION 65.

1. CHANGE FOR THE BETTER
2. STAY THE SAME, GENERALLY GOOD
3. STAY THE SAME, GENERALLY POOR
4. CHANGE FOR THE WORSE
5. NO OPINION

ITEM	NUMBER	1.	2.	3.	4.	5.
65. IN LIGHT OF NUCLEAR INDUSTRY AND GOVERNMENTAL TRENDS, OPPORTUNITIES FOR PERSONAL DEVELOPMENT AND GROWTH ARE LIKELY TO:	29 1027 1625	I 3 B 3 A 3	I 24 B 21 A 21	I 14 B 18 A 18	I 31 B 48 A 49*	I 28 B 10* A 9*

*A STATISTICALLY SIGNIFICANT COMPARISON

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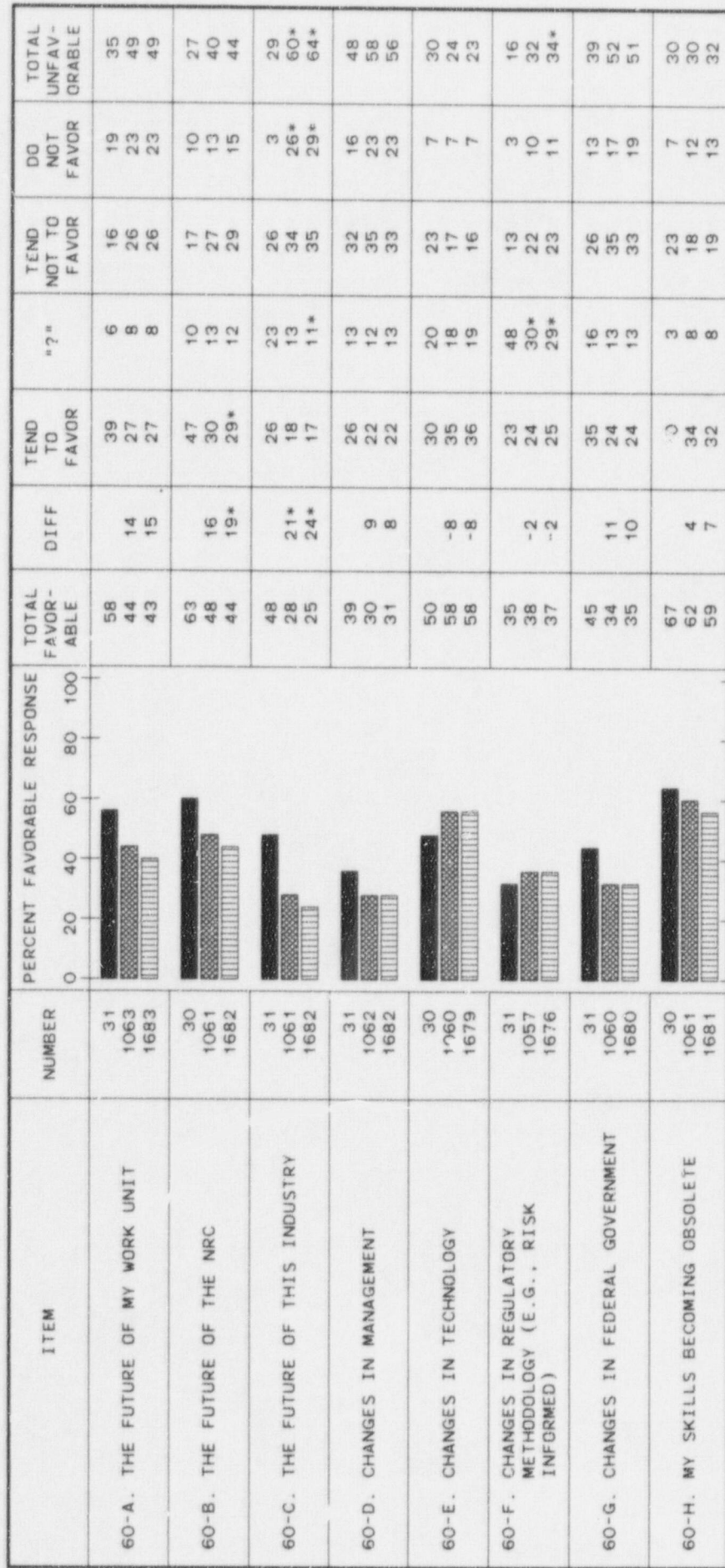
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ITEM PROFILE

GROUP	SYMBOL	NUMBER
HR/SBCR/CSU	I	31
HEADQUARTERS	B	1072
NRC OVERALL 1998	A	1696

CATEGORY 9: FUTURE OF NRC

60. I AM FREQUENTLY CONCERNED ABOUT THE FOLLOWING: (DISAGREE)



*A STATISTICALLY SIGNIFICANT COMPARISON

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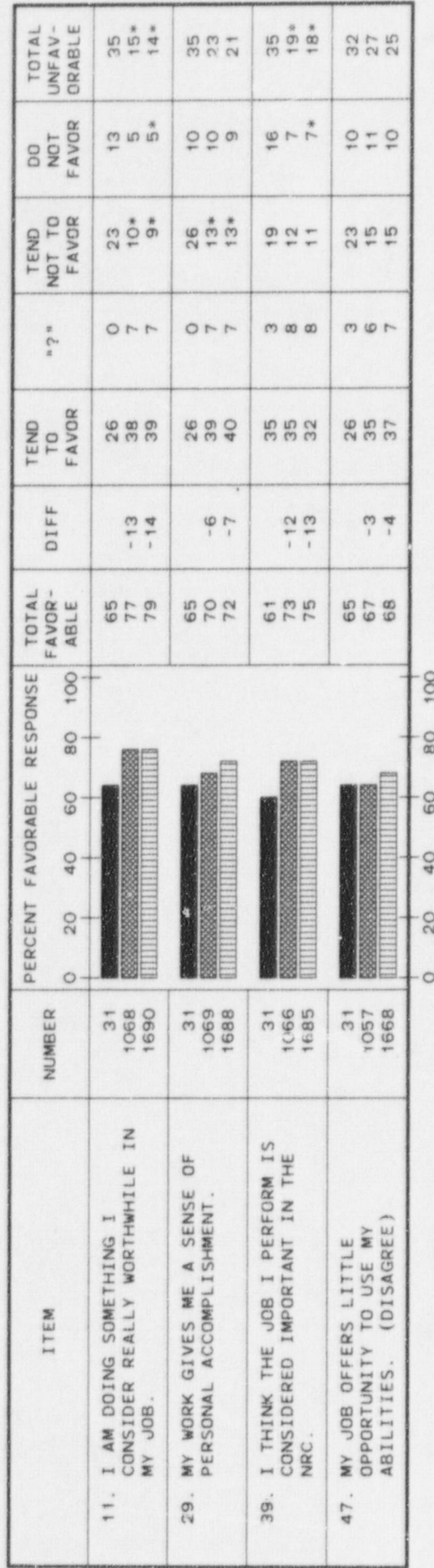
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ITEM PROFILE

GROUP	SYMBOL	NUMBER
HR/SBCR/CSU	I	31
HEADQUARTERS	B	1072
NRC OVERALL 1998	A	1696

CATEGORY 10: JOB SATISFACTION



*A STATISTICALLY SIGNIFICANT COMPARISON



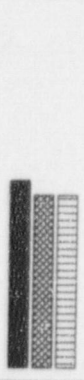
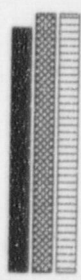
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ITEM PROFILE

GROUP	SYMBOL	NUMBER
HR/SBCR/CSU	I	31
HEADQUARTERS	B	1072
NRC OVERALL 1998	A	1696

CATEGORY 11: EMPLOYEE COMMITMENT

ITEM	NUMBER	PERCENT FAVORABLE RESPONSE	TOTAL FAVORABLE	DIFF	TEND TO FAVOR	"?"	TEND NOT TO FAVOR	DO NOT FAVOR	TOTAL UNFAVORABLE
18. THE LONGER YOU WORK FOR THE NRC, THE MORE YOU FEEL A PART OF THE AGENCY.	31 1068 1689		52 49 48	3 4	45 33 32	16 19 17	13 19 22	19 13 13	32 32 35
40. I WOULD RECOMMEND THE NRC AS A GOOD PLACE TO WORK.	31 1066 1684		71 67 66	4 5	52 35 36	6 13 13	3 11 11	19 9 10	23 20 21
46. I AM PROUD TO BE ASSOCIATED WITH THE NRC.	31 1058 1671		71 74 75	-3 -4	45 38 38	19 15 13	6 7 8	3 4 4	10 11 12

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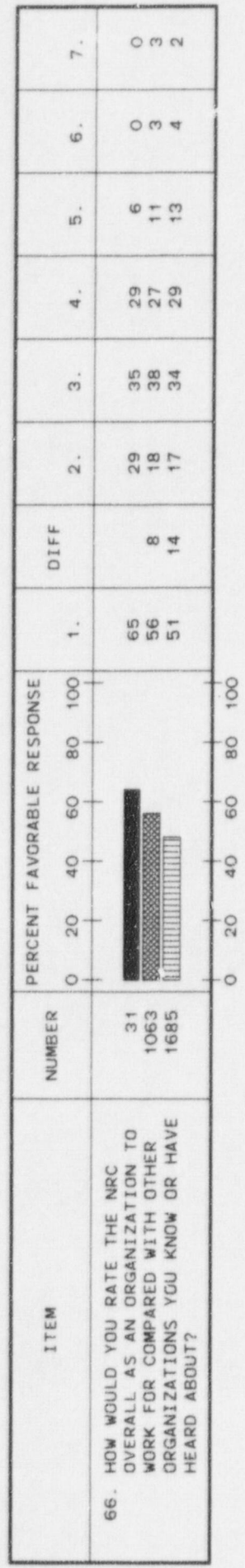
ITEM PROFILE

GROUP	SYMBOL	NUMBER
HR/SBCR/CSU	I	31
HEADQUARTERS	B	1072
NRC OVERALL 1998	A	1696

CATEGORY 11: EMPLOYEE COMMITMENT (CONTINUED)

PLEASE REFER TO THE FOLLOWING KEY FOR THE REPORT HEADINGS USED FOR QUESTION 66.

- 1. ONE OF THE BEST/ABOVE AVERAGE
- 2. ONE OF THE BEST
- 3. ABOVE AVERAGE
- 4. ABOUT AVERAGE
- 5. BELOW AVERAGE
- 6. ONE OF THE WORST
- 7. NO OPINION





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ITEM PROFILE

GROUP	SYMBOL	NUMBER
HR/SBCR/CSU	I	31
HEADQUARTERS	B	1072
NRC OVERALL 1998	A	1696

CATEGORY 12: NRC MISSION

57. REGARDING THE NRC'S MISSION, I BELIEVE:

ITEM	NUMBER	PERCENT FAVORABLE RESPONSE	TOTAL FAVORABLE	DIFF	TEND TO FAVOR	"?"	TEND NOT TO FAVOR	DO NOT FAVOR	TOTAL UNFAVORABLE
57-A. THE MISSION IS CLEAR	31 1063 1682		81 81 79	-1 2	45 42 42	16 9 9	3 7 8	0 3 4	3 10 12
57-B. MANAGEMENT DECISIONS ARE CONSISTENT WITH THE MISSION	31 1063 1680		45 47 45	-2 0	32 33 33	35 26 25	13 18 20	6 9 10	19 27 30

67. OVERALL, HOW SUCCESSFUL HAS THE NRC BEEN IN PUTTING THE FOLLOWING "PRINCIPLES OF GOOD REGULATION" INTO PRACTICE:

1. VERY SUCCESSFUL/MORE SUCCESSFUL THAN UNSUCCESSFUL
2. VERY SUCCESSFUL
3. MORE SUCCESSFUL THAN UNSUCCESSFUL
4. MORE UNSUCCESSFUL THAN SUCCESSFUL
5. VERY UNSUCCESSFUL
6. DON'T KNOW

ITEM	NUMBER	PERCENT FAVORABLE RESPONSE	DIFF	1.	2.	3.	4.	5.	6.
67-A. INDEPENDENCE	31 1058 1677		-29* -32*	29 58 61	6 18 18	23 40* 42*	13 12 12	3 5 5	55 24* 22*
67-B. OPENNESS	31 1055 1672		-24* -26*	32 57 58	3 16 15	29 41 43	19 16 17	10 8 7	39 20* 18*
67-C. EFFICIENCY	31 1058 1673		-1 2	35 36 34	0 5 4	35 32 30	13 28 30*	13 13 16	39 22* 20*

*A STATISTICALLY SIGNIFICANT COMPARISON





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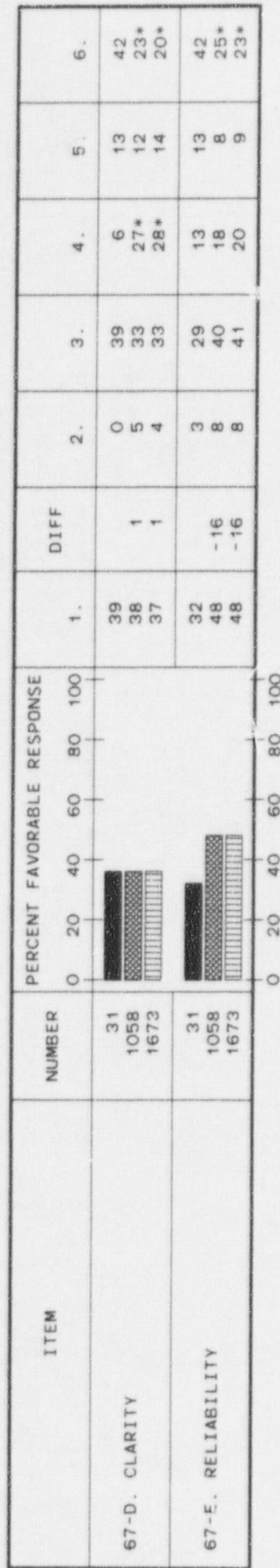
ITEM PROFILE

GROUP	SYMBOL	NUMBER
HR/SBCR/CSU	I	31
HEADQUARTERS	B	1072
NRC OVERALL 1998	A	1696

CATEGORY 12: NRC MISSION (CONTINUED)

67. OVERALL, HOW SUCCESSFUL HAS THE NRC BEEN IN PUTTING THE FOLLOWING "PRINCIPLES OF GOOD
REGULATION" INTO PRACTICE:

1. VERY SUCCESSFUL/MORE SUCCESSFUL THAN UNSUCCESSFUL
2. VERY SUCCESSFUL
3. MORE SUCCESSFUL THAN UNSUCCESSFUL
4. MORE UNSUCCESSFUL THAN SUCCESSFUL
5. VERY UNSUCCESSFUL
6. DON'T KNOW



*A STATISTICALLY SIGNIFICANT COMPARISON





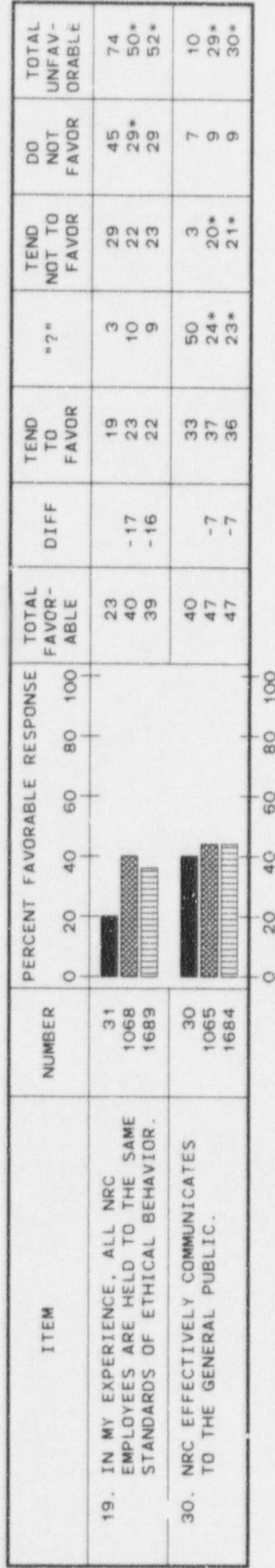
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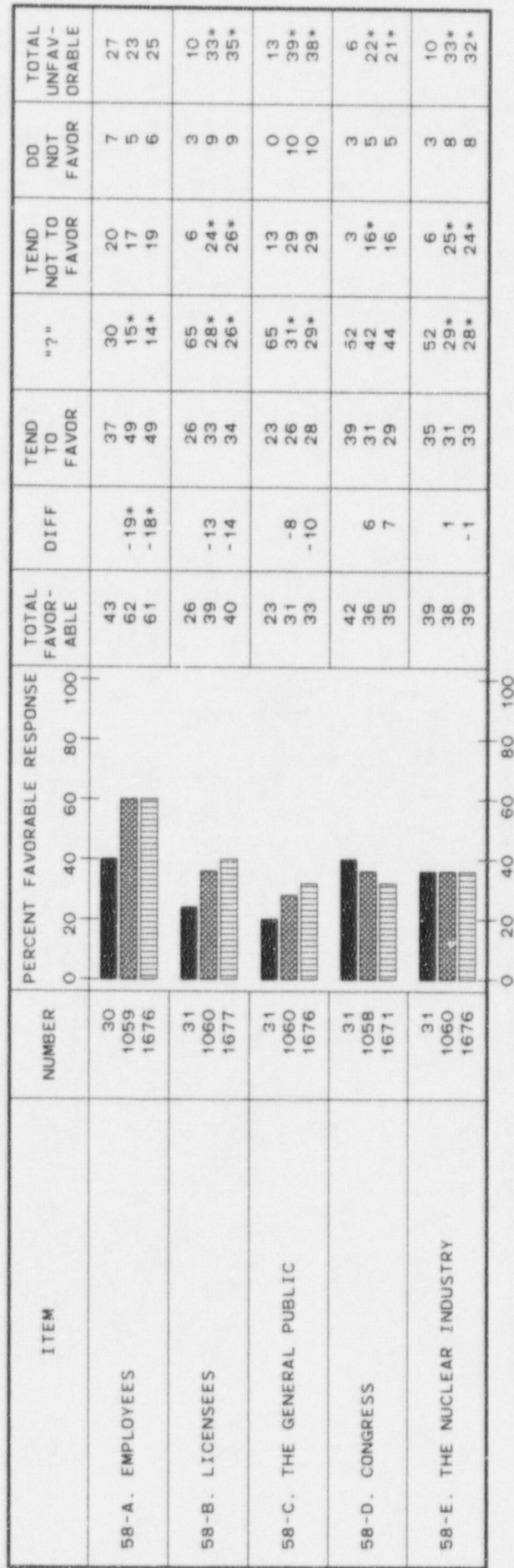
ITEM PROFILE

GROUP	SYMBOL	NUMBER
HR/SBCR/CSU	I	31
HEADQUARTERS	B	1072
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CATEGORY 13: NRC IMAGE



58. THE NRC IS HIGHLY REGARDED BY THE FOLLOWING STAKEHOLDERS:



*A STATISTICALLY SIGNIFICANT COMPARISON



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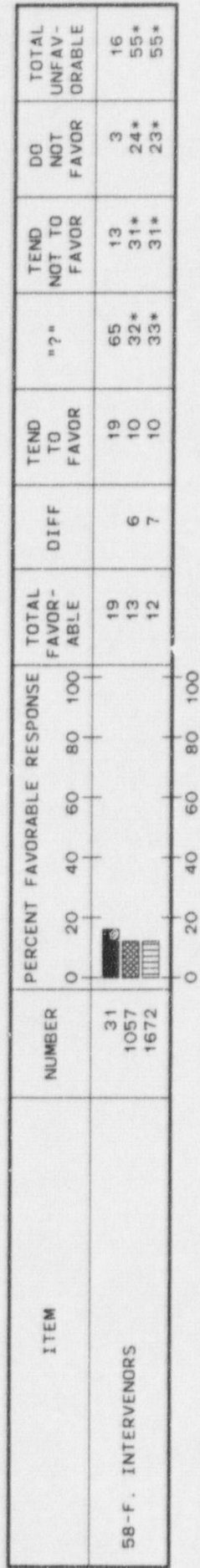
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GROUP	SYMBOL	NUMBER
HR/SBCR/CSU	I	31
HEADQUARTERS	B	1072
NRC OVERALL 1998	A	1696

CATEGORY 13: NRC IMAGE (CONTINUED)

58. THE NRC IS HIGHLY REGARDED BY THE FOLLOWING STAKEHOLDERS:



*A STATISTICALLY SIGNIFICANT COMPARISON



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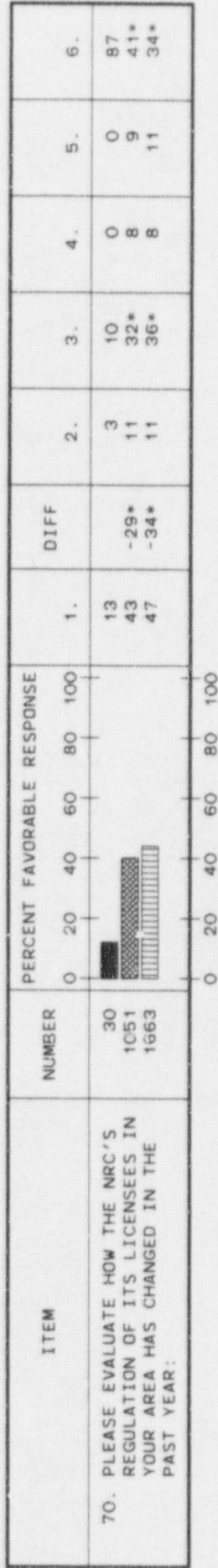
ITEM PROFILE

GROUP	SYMBOL	NUMBER
HR/SBCR/CSU	I	31
HEADQUARTERS	B	1072
NRC OVERALL 1998	A	1696

CATEGORY 14: ORGANIZATIONAL CHANGE

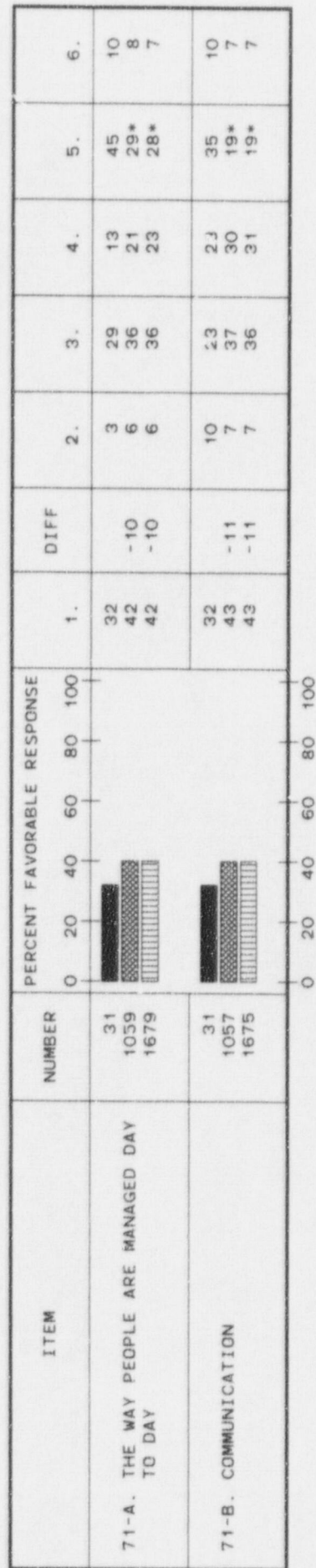
PLEASE REFER TO THE FOLLOWING KEY FOR THE REPORT HEADINGS USED FOR QUESTION 70.

1. CHANGED FOR THE BETTER/STAYED THE SAME, GENERALLY GOOD
2. CHANGED FOR THE BETTER
3. STAYED THE SAME, GENERALLY GOOD
4. STAYED THE SAME, GENERALLY POOR
5. CHANGED FOR THE WORSE
6. NO OPINION



71. IN YOUR EXPERIENCE, PLEASE CONSIDER EACH OF THE FOLLOWING LISTED BELOW FOR THE NRC AND INDICATE HOW YOU THINK THEY HAVE CHANGED IN THE PAST YEAR OR SO:

1. CHANGED FOR THE BETTER/STAYED THE SAME, GENERALLY GOOD
2. CHANGED FOR THE BETTER
3. STAYED THE SAME, GENERALLY GOOD
4. STAYED THE SAME, GENERALLY POOR
5. CHANGED FOR THE WORSE
6. NO OPINION



*A STATISTICALLY SIGNIFICANT COMPARISON



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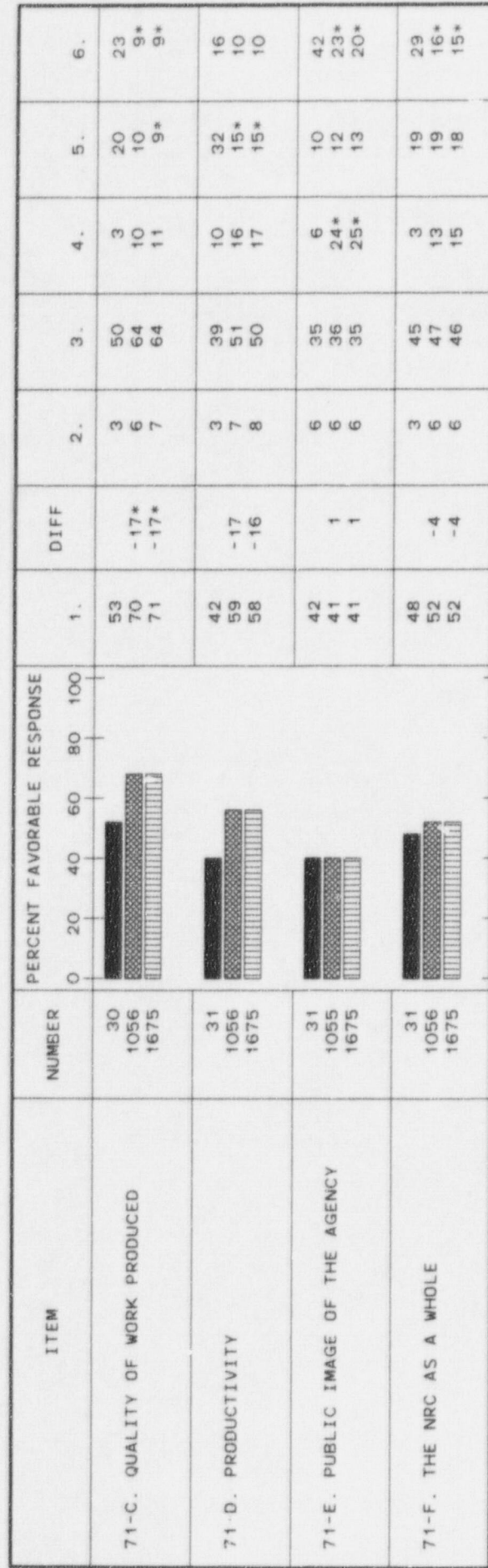
ITEM PROFILE

GROUP	SYMBOL	NUMBER
HR/SBCR/CSU	I	31
HEADQUARTERS	B	1072
NRC OVERALL 1998	A	1696

CATEGORY 14: ORGANIZATIONAL CHANGE (CONTINUED)

71. IN YOUR EXPERIENCE, PLEASE CONSIDER EACH OF THE FOLLOWING LISTED BELOW FOR THE NRC AND INDICATE HOW YOU THINK THEY HAVE CHANGED IN THE PAST YEAR OR SO:

1. CHANGED FOR THE BETTER/STAYED THE SAME, GENERALLY GOOD
2. CHANGED FOR THE BETTER
3. STAYED THE SAME, GENERALLY GOOD
4. STAYED THE SAME, GENERALLY POOR
5. CHANGED FOR THE WORSE
6. NO OPINION



*A STATISTICALLY SIGNIFICANT COMPARISON

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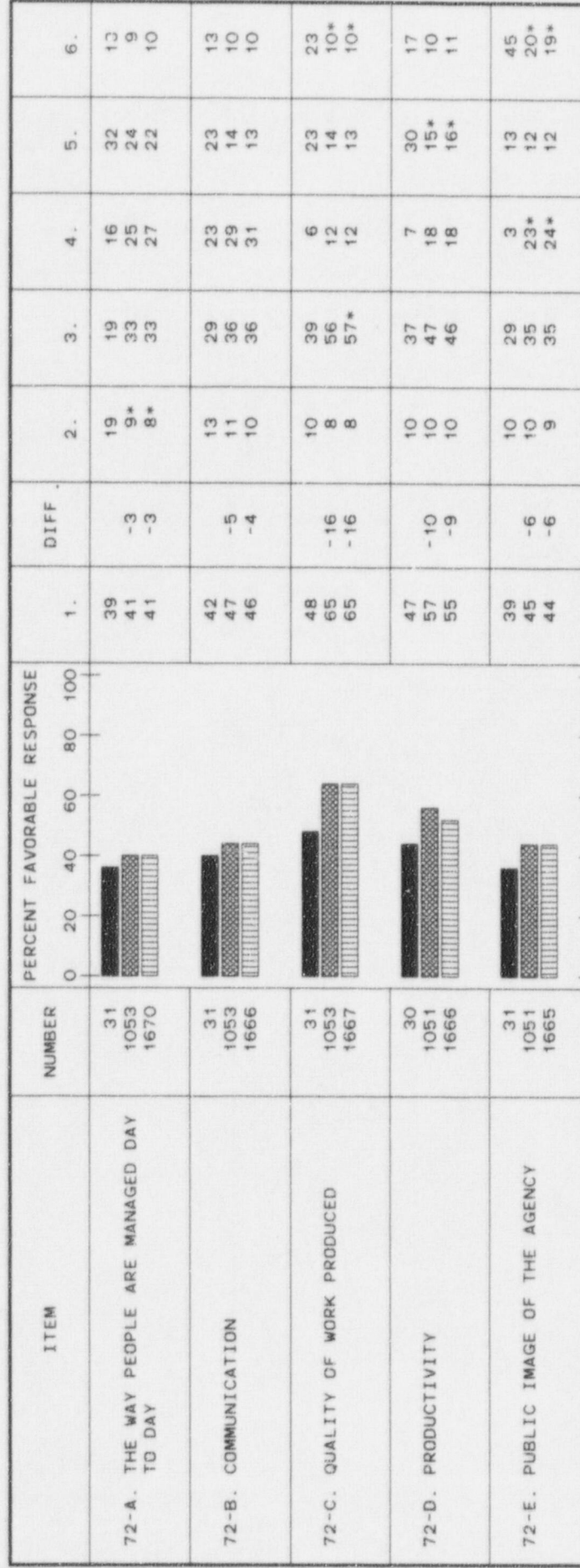
ITEM PROFILE

GROUP	SYMBOL	NUMBER
HR/SBCR/CSU	I	31
HEADQUARTERS	B	1072
NRC OVERALL 1998	A	1696

CATEGORY 14: ORGANIZATIONAL CHANGE (CONTINUED)

72. LOOKING AHEAD TO THE NEXT YEAR OR SO, PLEASE INDICATE HOW YOU THINK THE FOLLOWING WILL
CHANGE FOR THE NRC:

1. CHANGE FOR THE BETTER/STAY THE SAME, GENERALLY GOOD
2. CHANGE FOR THE BETTER
3. STAY THE SAME, GENERALLY GOOD
4. STAY THE SAME, GENERALLY POOR
5. CHANGE FOR THE WORSE
6. NO OPINION



*A STATISTICALLY SIGNIFICANT COMPARISON

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ITEM PROFILE

GROUP	SYMBOL	NUMBER
HR/SBCR/CSU	I	31
HEADQUARTERS	B	1072
NRC OVERALL 1998	A	1696

CATEGORY 14: ORGANIZATIONAL CHANGE (CONTINUED)

ITEM	NUMBER	CHANGE FOR THE BETTER	STAY THE SAME	CHANGE FOR THE WORSE	NO OPINION
73. LOOKING AHEAD TO THE NEXT YEAR OR SO, I THINK THE NRC AS A WHOLE WILL:	30 1049 1662	I 20 B 13 A 14	I 47 B 58 A 59	I 23 B 23 A 23	I 10 B 6 A 6





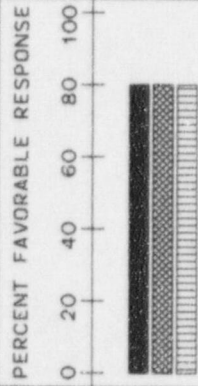
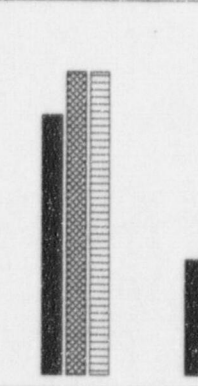
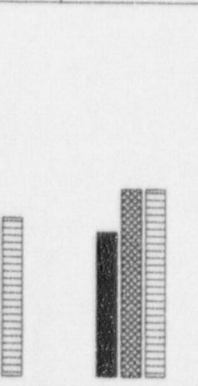
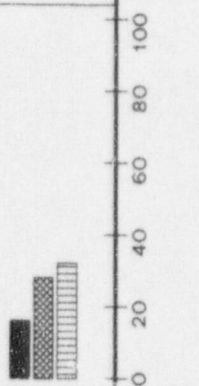
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ITEM PROFILE

GROUP	SYMBOL	NUMBER
HR/SBCR/CSU	I	31
HEADQUARTERS	B	1072
NRC OVERALL 1998	A	1696

CATEGORY 15: NRC SAFETY COMMITMENT

ITEM	NUMBER	PERCENT FAVORABLE RESPONSE	TOTAL FAVORABLE	DIFF	TEND TO FAVOR	"?"	TEND NOT TO FAVOR	DO NOT FAVOR	TOTAL UNFAVORABLE
2. I BELIEVE NRC'S COMMITMENT TO PUBLIC SAFETY IS APPARENT IN WHAT WE DO ON A DAY-TO-DAY BASIS.	31 1061 1683		81 81 81	-1 0	42 38 38	13 8 8	6 8 8	0 3 3	6 10 11
6. THE QUALITY OF WORK DONE IN MY WORK UNIT IS EXCELLENT.	31 1069 1688		74 86 85	-11 -11	48 44 45	3 6 6	13 7 7	10 2* 2*	23 9* 9*
10. TOO MUCH EMPHASIS IS PLACED UPON THE QUANTITY OF WORK PRODUCED RATHER THAN ITS QUALITY. (DISAGREE)	31 1066 1686		32 46 44	-14 -12	26 33 32	13 17 17	39 25 26	16 13 13	55 38 39
20. EMPLOYEES ARE ENCOURAGED TO COMMUNICATE IDEAS TO IMPROVE SAFETY/REGULATIONS/OPERATIONS.	31 1065 1688		42 52 53	-10 -11	35 36 36	23 18 17	16 19 19	19 11 11	35 30 30
26. I THINK THE INCREASED FOCUS ON RISK-INFORMED, PERFORMANCE-BASED REGULATION IS IMPROVING NRC'S REGULATORY EFFECTIVENESS.	31 1058 1678		16 29 32	-12 -16	10 20 24	84 46* 42*	0 15* 15*	0 10 10	0 25* 25*

*A STATISTICALLY SIGNIFICANT COMPARISON

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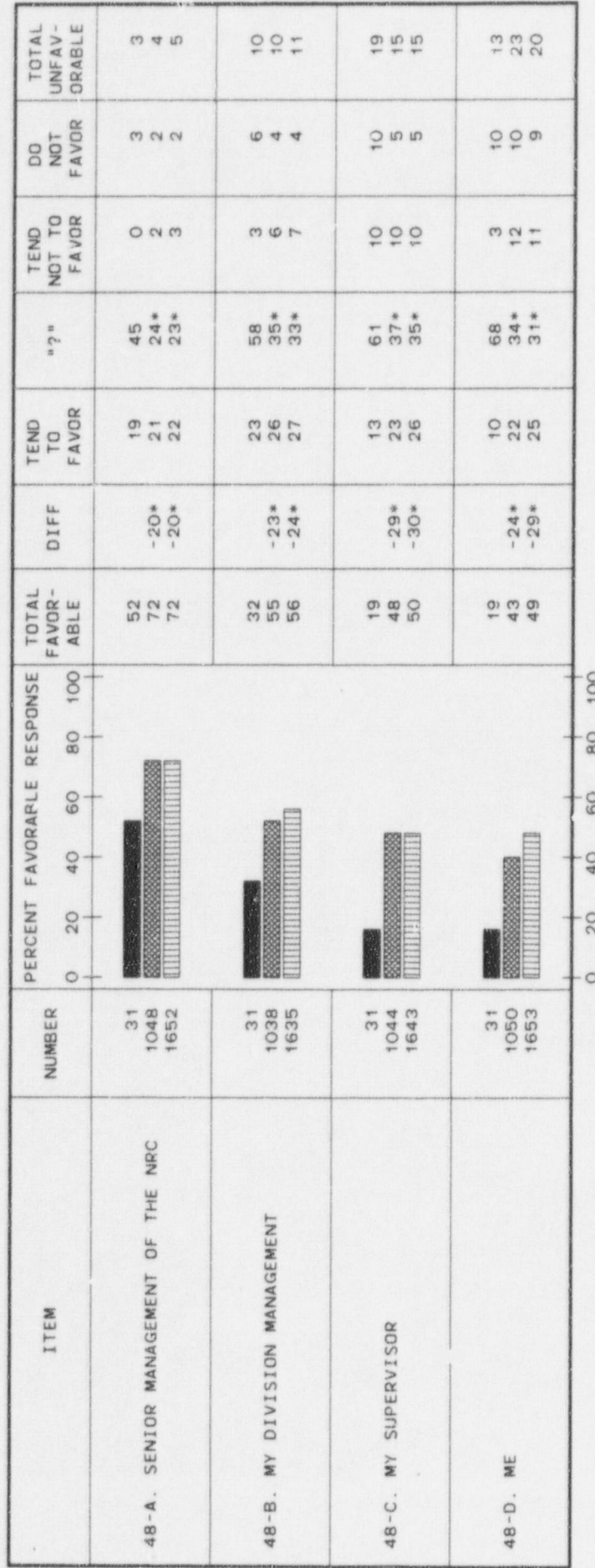
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ITEM PROFILE

GROUP	SYMBOL	NUMBER
HR/SBCR/CSU	I	31
HEADQUARTERS	B	1072
NRC OVERALL 1998	A	1696

CATEGORY 15: NRC SAFETY COMMITMENT (CONTINUED)

48. THE MOVE TO RISK-INFORMED, PERFORMANCE-BASED REGULATION IS CONSIDERED AN IMPORTANT PRIORITY BY:



*A STATISTICALLY SIGNIFICANT COMPARISON

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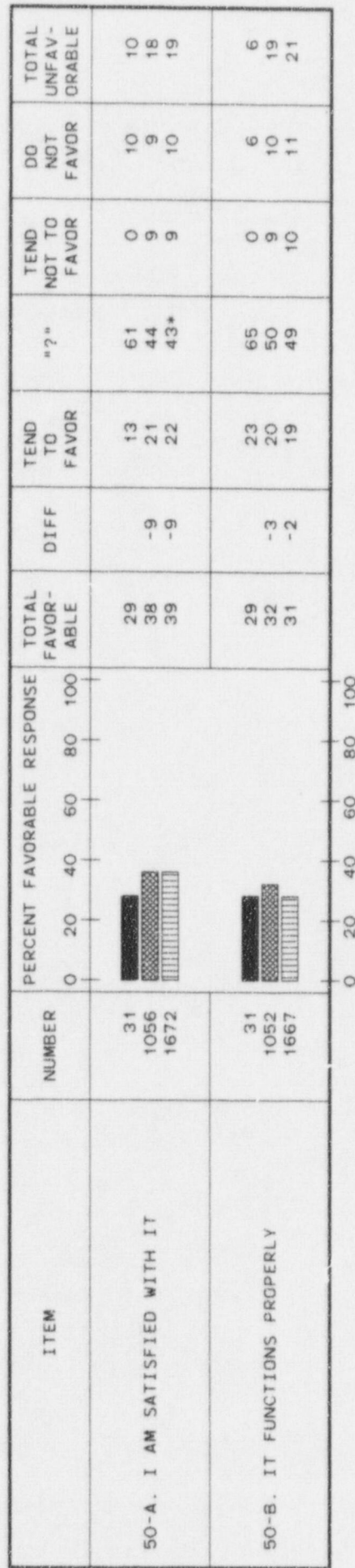
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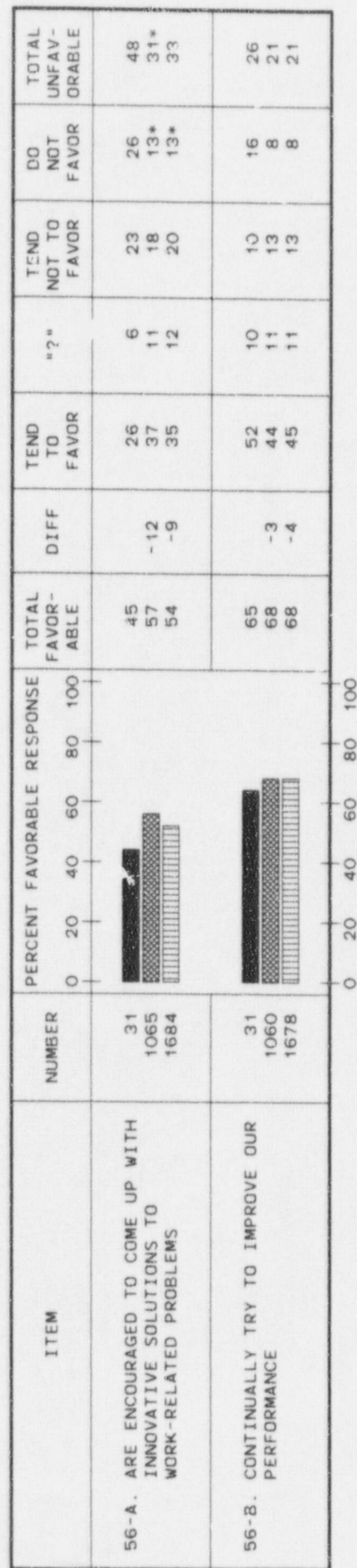
GROUP	SYMBOL	NUMBER
HR/SBCR/CSU	I	31
HEADQUARTERS	B	1072
NRC OVERALL 1998	A	1696

CATEGORY 15: NRC SAFETY COMMITMENT (CONTINUED)

50. REGARDING THE DIFFERING PROFESSIONAL OPINION/DIFFERING PROFESSIONAL VIEW PROCESS:



56. PEOPLE IN MY WORK UNIT:



*A STATISTICALLY SIGNIFICANT COMPARISON

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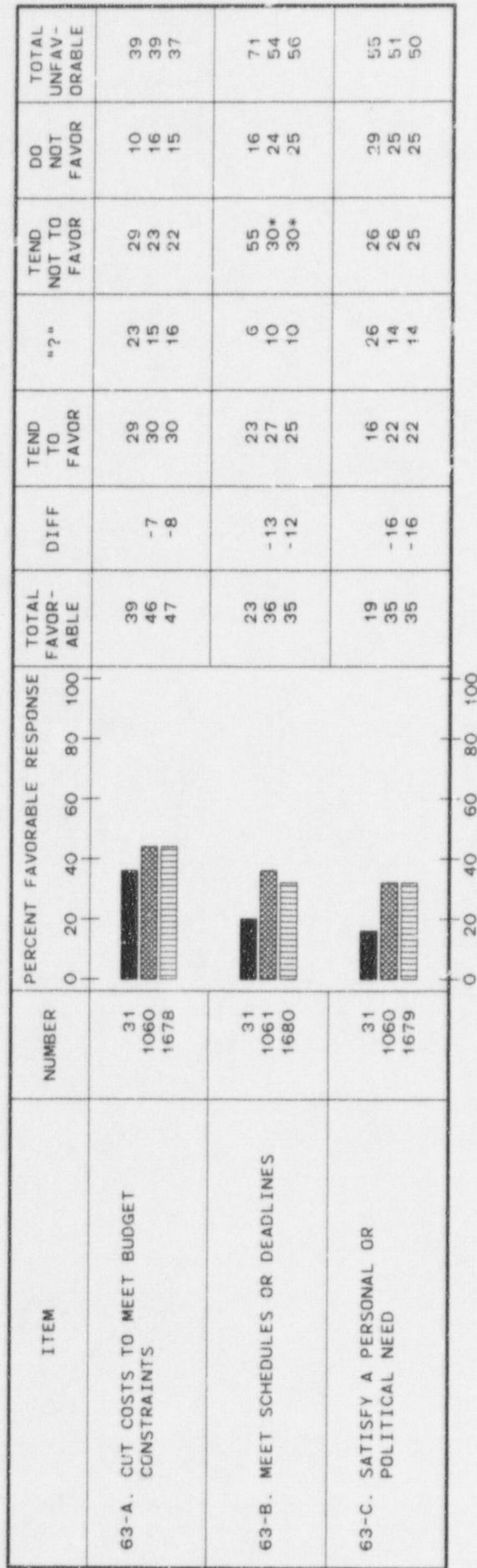
ITEM PROFILE

GROUP SYMBOL NUMBER

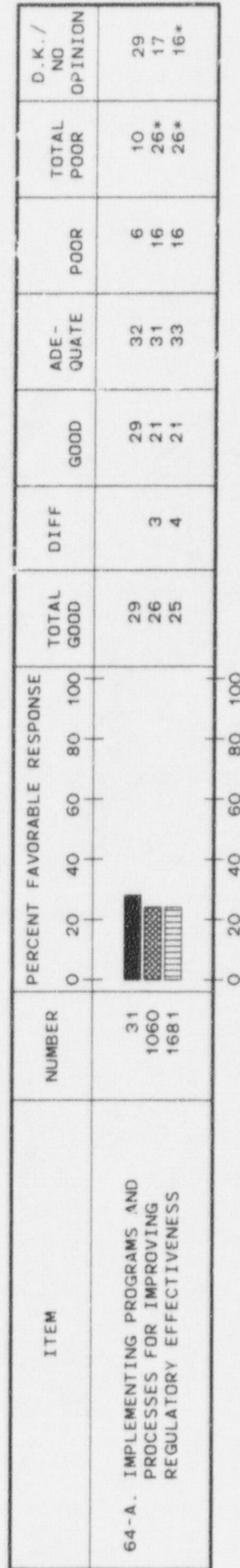
HR/SBCR/CSU 31
HEADQUARTERS B 1072
NRC OVERALL 1998 A 1696

CATEGORY 15: NRC SAFETY COMMITMENT (CONTINUED)

63. WE TOO OFTEN SACRIFICE THE QUALITY OF OUR WORK IN ORDER TO: (DISAGREE)



64. PLEASE INDICATE HOW GOOD A JOB YOU THINK NRC SENIOR MANAGEMENT IS DOING IN THE FOLLOWING AREAS:



*A STATISTICALLY SIGNIFICANT COMPARISON



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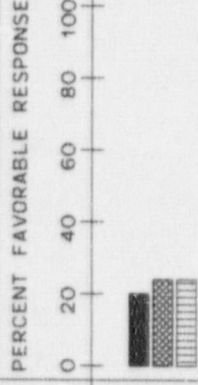
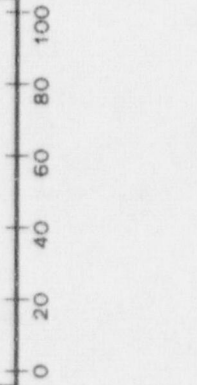
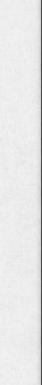
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ITEM PROFILE

GROUP	SYMBOL	NUK3ER
HR/SBCR/CSU	I	31
HEADQUARTERS	B	1072
NRC OVERALL 1998	A	1696

CATEGORY 15: NRC SAFETY COMMITMENT (CONTINUED)

64. PLEASE INDICATE HOW GOOD A JOB YOU THINK NRC SENIOR MANAGEMENT IS DOING IN THE FOLLOWING AREAS:

ITEM	NUMBER	PERCENT FAVORABLE RESPONSE	TOTAL GOOD	DIFF	GOOD	ADE- QUATE	POOR	TOTAL POOR	D.K./ NO OPINION
64-B. PROVIDING THE TOOLS AND RESOURCES REQUIRED FOR IMPROVING REGULATORY EFFECTIVENESS	31 1059 1678		23 25 24	-3 -1	35 21 20	35 31 32	10 18 20	10 27* 29*	32 18* 15*
64-C. INVESTING IN TRAINING TO IMPROVE REGULATORY EFFECTIVENESS	31 1061 1681		39 30 29	9 10	35 23 22	23 28 28	6 16 18	10 26* 30*	29 16* 13*
64-D. EFFECTIVELY USING EMPLOYEE INPUT TO IMPROVE REGULATORY EFFECTIVENESS	31 1057 1678		19 16 15	3 4	19 13 12	32 25 26	0 21* 23*	16 39* 42*	32 20 17*
64-E. COMMUNICATING OUR REGULATORY PHILOSOPHY AND OBJECTIVES	31 1058 1677		29 27 27	2 2	29 22 22	23 29 31	10 19 19	23 30 29	26 14 12*
64-F. LEADING BY EXAMPLE IN THE AREA OF REGULATORY EFFECTIVENESS	31 1059 1680		13 21 20	-8 -8	13 16 16	29 26 26	3 16 18*	16 33* 35*	42 21* 18*

* A STATISTICALLY SIGNIFICANT COMPARISON

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ITEM PROFILE

GROUP	SYMBOL	NUMBER
HR/SBCR/CSU	I	31
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CATEGORY 15: NRC SAFETY COMMITMENT (CONTINUED)

ITEM	NUMBER	PERCENT FAVORABLE RESPONSE	ABOUT RIGHT	DIFF	TOO MUCH	TOO LITTLE	DON'T KNOW
68. THE AMOUNT OF TIME THE NRC AS A WHOLE SPENDS RESPONDING TO ALLEGATIONS IS:	31 1065 1683		3 27 30	-24* -26*	10 24 29*	3 4 4	84 45* 37*

*A STATISTICALLY SIGNIFICANT COMPARISON

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