



U.S. Department of Commerce

2015 Federal Employee Viewpoint Survey Results

Within This Report

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About The FEVS

Title 5, Code of Federal Regulations, Part 250 requires agencies to administer an annual employee survey. The U.S. Office of Personnel Management now administers the FEVS annually, thus meeting agencies' yearly survey commitment.

The web-based survey was completed by more than 421,748 Federal employees from April 27 to June 12, 2015. The survey was open to Commerce employees beginning May 5, 2015.

The FEVS contained 99 questions regarding employee perceptions on critical areas of their work lives which drive employee satisfaction, commitment, and ultimately retention. Commerce will use the 2015 results to improve processes, products, services, and organizational outcomes through the recruitment and retention of a high-performing, diverse workforce.

Results At-A-Glance

Overall, the majority of Commerce employees remain engaged and would recommend the Department as a good place to work, with major strengths in the nature of our work, immediate supervisors, and work-life programs. However, positive scores generally decreased over the past year, with opportunities for improvement in performance management, resources, and leadership within the Department.

- **43 items had positive ratings of 65% or more** (strengths)
- **1 item had negative ratings of 35% or more** (challenges)
- **2 items had neutral ratings of 30% or more** (opportunities)
- **2 items increased from the Department's 2014 positive score**
- **59 items decreased from the Department's 2014 positive score**
- **72 out of 77 items were above the positive Government-wide average**
- **45 items were 5 percentage points or more above the positive Government-wide average**
- **0 items were 5 percentage points or more below the positive Government-wide average**
- **Highest positive score: 96%** – When needed, I am willing to put in the extra effort to get a job done.
- **Lowest positive score: 40%** – Pay raises depend on how well employees perform their jobs.

Indices

Out of 37 agencies, Commerce received the following Index rankings:

12th at 68% on Job Satisfaction (5th at 69% in 2014)

Employees are satisfied with their jobs and various aspects thereof

13th at 67% on Global Satisfaction (5th at 69% in 2014)

Satisfaction with the job, pay, and organization and willingness to recommend it as good place to work

17th at 62% on Leadership and Knowledge Management (6th at 65% in 2014)

Leadership is held in high regard, both overall and on specific facets of leadership

7th at 60% on Results-Oriented Performance Culture (6th at 61% in 2014)

The culture promotes improvement in processes, products, services, and organizational outcomes

11th at 62% on Talent Management (7th at 63% in 2014)

The organization has the talent necessary to achieve organizational goals

13th at 68% on Employee Engagement (8th at 70% in 2014)

Conditions that lead to engaged employees

- **77% on Supervisors** (78% in 2014)
The interpersonal relationship between worker and supervisor, including trust, respect, and support
- **72% on Intrinsic Work Experiences** (74% in 2014)
Employees' feelings of motivation and competency relating to their role in the workplace
- **56% on Leaders Lead** (58% in 2014)
Perceptions of leadership integrity and behaviors, such as communication and workforce motivation

Response Rates

58% (10,129 out of 17,515) of Commerce employees responded, which is the same as last year's rate and 10 percentage points above the Government rate. Bureau/organizational unit response rates are:

- | | | | |
|---------------------|----------------------|-----------------------|---------------------|
| ▪ OIG – 85% | ▪ USPTO – 67% | ▪ NOAA – 57% | ▪ ITA – 52% |
| ▪ EDA – 84% | ▪ BEA – 63% | ▪ NTIA – 55% | ▪ NIST – 47% |
| ▪ ESA – 78% | ▪ MBDA – 62% | ▪ CENSUS – 55% | |
| ▪ NTIS – 74% | ▪ BIS – 60% | ▪ OS – 53% | |

Positive, Neutral, Negative Ratings

POSITIVE		NEUTRAL	NEGATIVE		TOTAL	Don't Know / No Basis to Judge
Strongly Agree, Very Good, Very Satisfied	Agree, Good, Satisfied	Neither Agree nor Disagree, Fair, Neither Satisfied nor Dissatisfied	Disagree, Poor, Dissatisfied	Strongly Disagree, Very Poor, Very Dissatisfied		

My Work Experience

1 I am given a real opportunity to improve my skills in my organization.	68%		16%	16%		10,112	n/a
	23%	45%	16%	12%	5%		
	2,480	4,495	1,543	1,126	468		
2 I have enough information to do my job well.	73%		13%	14%		10,059	n/a
	21%	52%	13%	11%	3%		
	2,220	5,123	1,291	1,092	333		
3 I feel encouraged to come up with new and better ways of doing things.	59%		20%	22%		9,991	n/a
	21%	38%	20%	14%	7%		
	2,398	3,768	1,785	1,341	699		
4 My work gives me a feeling of personal accomplishment.	74%		14%	12%		10,063	n/a
	30%	44%	14%	8%	4%		
	3,113	4,303	1,403	807	437		
5 I like the kind of work I do.	83%		12%	6%		9,976	n/a
	38%	45%	12%	4%	2%		
	3,821	4,429	1,142	385	199		
6 I know what is expected of me on the job.	81%		10%	9%		9,992	n/a
	35%	47%	10%	6%	3%		
	3,336	4,659	1,042	658	297		
7 When needed I am willing to put in the extra effort to get a job done.	96%		3%	1%		10,068	n/a
	63%	33%	3%	1%	1%		
	6,444	3,265	235	61	63		
8 I am constantly looking for ways to do my job better.	91%		8%	2%		10,066	n/a
	47%	44%	8%	1%	0%		
	4,776	4,333	787	115	55		
9 I have sufficient resources (for example, people, materials, budget) to get my job done.	51%		16%	33%		10,067	24
	14%	37%	16%	21%	12%		
	1,416	3,754	1,539	2,156	1,202		
10 My workload is reasonable.	54%		18%	28%		10,028	17
	12%	42%	18%	18%	9%		
	1,192	4,289	1,777	1,838	932		
11 My talents are used well in the workplace.	60%		18%	22%		9,844	29
	18%	42%	18%	14%	8%		
	1,861	4,102	1,678	1,400	803		
12 I know how my work relates to the agency's goals and priorities.	85%		9%	6%		10,020	31
	33%	51%	9%	4%	2%		
	3,408	5,060	942	396	214		
13 The work I do is important.	90%		8%	3%		9,922	28
	48%	42%	8%	2%	1%		
	4,647	4,170	810	180	115		

Positive, Neutral, Negative Ratings

14 Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	72%		14%	13%		9,957	115
	30%	43%	14%	8%	5%		
	2,890	4,358	1,327	869	513		
15 My performance appraisal is a fair reflection of my performance.	70%		15%	16%		9,944	126
	26%	44%	15%	9%	6%		
	2,632	4,317	1,452	912	631		
16 I am held accountable for achieving results.	85%		10%	5%		9,989	50
	33%	52%	10%	3%	2%		
	3,302	5,210	975	339	163		
17 I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	63%		20%	16%		9,434	623
	26%	37%	20%	8%	8%		
	2,627	3,424	1,812	760	811		
18 My training needs are assessed.	53%		23%	24%		9,962	110
	15%	39%	23%	15%	8%		
	1,564	3,761	2,302	1,515	820		
19 In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding).	70%		13%	17%		9,867	244
	30%	40%	13%	10%	6%		
	2,852	3,860	1,352	1,115	688		

My Work Unit

20 The people I work with cooperate to get the job done.	78%		13%	9%		10,106	n/a
	30%	47%	13%	7%	2%		
	3,194	4,695	1,248	728	241		
21 My work unit is able to recruit people with the right skills.	51%		25%	24%		9,617	482
	12%	39%	25%	15%	9%		
	1,231	3,763	2,297	1,517	809		
22 Promotions in my work unit are based on merit.	52%		24%	25%		9,346	706
	19%	33%	24%	13%	12%		
	1,669	3,014	2,277	1,260	1,126		
23 In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	41%		27%	33%		8,796	1,273
	11%	30%	27%	18%	14%		
	915	2,565	2,384	1,654	1,278		
24 In my work unit, differences in performance are recognized in a meaningful way.	41%		28%	30%		9,292	793
	11%	30%	28%	19%	11%		
	1,027	2,790	2,596	1,783	1,096		
25 Awards in my work unit depend on how well employees perform their jobs.	54%		22%	24%		9,281	781
	18%	36%	22%	14%	10%		
	1,568	3,259	2,110	1,327	1,017		
26 Employees in my work unit share job knowledge with each other.	75%		14%	11%		10,027	50
	25%	50%	14%	7%	4%		
	2,616	4,938	1,344	724	405		
27 The skill level in my work unit has improved in the past year.	57%		29%	14%		9,515	586
	18%	38%	29%	9%	5%		
	1,832	3,607	2,720	862	494		

Positive, Neutral, Negative Ratings

28 How would you rate the overall quality of work done by your work unit?	88%		10%	2%		10,092	n/a
	47%	41%	10%	2%	1%		
	4,861	3,972	1,037	157	65		
My Agency							
29 The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	74%		16%	10%		9,736	227
	19%	55%	16%	8%	2%		
	1,879	5,312	1,519	759	267		
30 Employees have a feeling of personal empowerment with respect to work processes.	49%		25%	26%		9,665	297
	12%	36%	25%	18%	8%		
	1,208	3,480	2,377	1,743	857		
31 Employees are recognized for providing high quality products and services.	54%		22%	24%		9,730	214
	15%	39%	22%	16%	8%		
	1,495	3,853	2,113	1,500	769		
32 Creativity and innovation are rewarded.	42%		30%	29%		9,562	361
	11%	31%	30%	18%	11%		
	1,193	3,077	2,678	1,608	1,006		
33 Pay raises depend on how well employees perform their jobs.	40%		24%	36%		9,215	674
	13%	27%	24%	19%	17%		
	1,079	2,414	2,337	1,841	1,544		
34 Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	64%		24%	12%		9,083	864
	21%	43%	24%	7%	6%		
	1,902	3,924	2,155	601	501		
35 Employees are protected from health and safety hazards on the job.	81%		13%	7%		9,731	222
	28%	52%	13%	4%	2%		
	2,828	5,130	1,150	411	212		
36 My organization has prepared employees for potential security threats.	76%		15%	9%		9,763	164
	23%	53%	15%	6%	3%		
	2,234	5,099	1,457	667	306		
37 Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	61%		21%	18%		9,127	803
	22%	39%	21%	9%	8%		
	2,054	3,400	1,923	908	842		
38 Prohibited Personnel Practices (for example, illegally discriminating for or against any employee/applicant, obstructing a person's right to compete for employment, knowingly violating veterans' preference requirements) are not tolerated.	73%		17%	10%		8,847	1,061
	29%	44%	17%	5%	5%		
	2,648	3,783	1,496	434	486		
39 My agency is successful at accomplishing its mission.	80%		15%	5%		9,721	229
	26%	54%	15%	4%	2%		
	2,558	5,270	1,364	352	177		
40 I recommend my organization as a good place to work.	72%		17%	11%		9,955	n/a
	29%	43%	17%	7%	4%		
	2,949	4,091	1,725	773	417		

Positive, Neutral, Negative Ratings

41 I believe the results of this survey will be used to make my agency a better place to work.	49%		25%	25%		9,197	765
	19%	31%	25%	14%	11%		
	1,685	2,746	2,318	1,373	1,075		

My Supervisor

42 My supervisor supports my need to balance work and other life issues.	83%		10%	8%		9,868	74
	45%	38%	10%	4%	3%		
	4,554	3,741	865	380	328		

43 My supervisor provides me with opportunities to demonstrate my leadership skills.	69%		17%	14%		9,863	71
	32%	37%	17%	9%	5%		
	3,400	3,525	1,572	829	537		

44 Discussions with my supervisor about my performance are worthwhile.	69%		16%	15%		9,788	87
	33%	37%	16%	9%	6%		
	3,196	3,509	1,567	874	642		

45 My supervisor is committed to a workforce representative of all segments of society.	72%		20%	7%		8,849	1,053
	35%	37%	20%	4%	4%		
	3,144	3,278	1,771	335	321		

46 My supervisor provides me with constructive suggestions to improve my job performance.	68%		17%	15%		9,861	50
	31%	37%	17%	9%	6%		
	3,028	3,570	1,724	935	604		

47 Supervisors in my work unit support employee development.	71%		17%	12%		9,735	195
	32%	39%	17%	7%	5%		
	3,262	3,791	1,529	638	515		

48 My supervisor listens to what I have to say.	81%		10%	9%		9,937	n/a
	44%	37%	10%	6%	4%		
	4,398	3,683	949	545	362		

49 My supervisor treats me with respect.	85%		8%	7%		9,910	n/a
	50%	35%	8%	4%	3%		
	4,952	3,465	784	392	317		

50 In the last six months, my supervisor has talked with me about my performance.	89%		6%	5%		9,912	n/a
	45%	44%	6%	3%	2%		
	4,400	4,298	636	402	176		

51 I have trust and confidence in my supervisor.	74%		14%	13%		9,920	n/a
	42%	31%	14%	7%	6%		
	4,168	3,090	1,375	701	586		

52 Overall, how good a job do you feel is being done by your immediate supervisor?	76%		15%	9%		9,925	n/a
	47%	29%	15%	6%	4%		
	4,629	2,917	1,480	536	363		

Leadership

53 In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	43%		25%	33%		9,634	256
	12%	31%	25%	19%	14%		
	1,227	2,946	2,312	1,786	1,363		

54 My organization's senior leaders maintain high standards of honesty and integrity.	55%		26%	19%		9,054	830
	18%	38%	26%	9%	10%		
	1,718	3,365	2,204	849	918		

Positive, Neutral, Negative Ratings

55 Supervisors work well with employees of different backgrounds.	68%		22%	10%		8,976	848
	22%	46%	22%	6%	5%		
	1,999	4,129	1,884	517	447		
56 Managers communicate the goals and priorities of the organization.	65%		19%	17%		9,700	145
	18%	46%	19%	11%	6%		
	1,786	4,441	1,831	1,004	638		
57 Managers review and evaluate the organization's progress toward meeting its goals and objectives.	65%		22%	13%		9,102	734
	19%	46%	22%	8%	5%		
	1,779	4,113	1,990	722	498		
58 Managers promote communication among different work units (for example, about projects, goals, needed resources).	53%		23%	24%		9,431	432
	15%	38%	23%	15%	9%		
	1,493	3,675	2,089	1,316	858		
59 Managers support collaboration across work units to accomplish work objectives.	58%		22%	20%		9,402	461
	16%	42%	22%	12%	8%		
	1,664	3,999	1,986	1,044	709		
60 Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	64%		21%	15%		9,058	819
	26%	38%	21%	8%	7%		
	2,536	3,283	1,862	724	653		
61 I have a high level of respect for my organization's senior leaders.	55%		24%	21%		9,713	171
	20%	35%	24%	12%	9%		
	2,020	3,350	2,276	1,187	880		
62 Senior leaders demonstrate support for Work/Life programs.	61%		24%	14%		8,819	1,070
	22%	40%	24%	8%	6%		
	2,036	3,568	2,012	685	518		

My Satisfaction

63 How satisfied are you with your involvement in decisions that affect your work?	53%		23%	24%		9,854	n/a
	16%	37%	23%	18%	6%		
	1,665	3,702	2,159	1,708	620		
64 How satisfied are you with the information you receive from management on what's going on in your organization?	50%		23%	27%		9,831	n/a
	13%	37%	23%	19%	8%		
	1,424	3,656	2,194	1,823	734		
65 How satisfied are you with the recognition you receive for doing a good job?	54%		22%	24%		9,815	n/a
	16%	38%	22%	16%	8%		
	1,637	3,672	2,133	1,585	788		
66 How satisfied are you with the policies and practices of your senior leaders?	43%		31%	26%		9,822	n/a
	12%	32%	31%	17%	9%		
	1,227	3,150	2,897	1,653	895		
67 How satisfied are you with your opportunity to get a better job in your organization?	40%		29%	31%		9,817	n/a
	13%	28%	29%	18%	13%		
	1,317	2,631	2,852	1,763	1,254		
68 How satisfied are you with the training you receive for your present job?	57%		22%	20%		9,811	n/a
	16%	41%	22%	14%	6%		
	1,703	3,988	2,244	1,269	607		

Positive, Neutral, Negative Ratings

69 Considering everything, how satisfied are you with your job?	70%		16%	14%		9,815	n/a
	23%	47%	16%	9%	4%		
	2,337	4,431	1,624	966	457		
70 Considering everything, how satisfied are you with your pay?	63%		16%	21%		9,847	n/a
	19%	44%	16%	14%	7%		
	1,839	4,291	1,643	1,396	678		
71 Considering everything, how satisfied are you with your organization?	63%		20%	17%		9,832	n/a
	19%	44%	20%	12%	5%		
	1,908	4,239	1,930	1,209	546		

Work/Life

79 How satisfied are you with the following Work/Life programs in your agency? Telework	85%		9%	6%		7,059	195
	45%	39%	9%	5%	2%		
	3,134	2,800	636	366	123		
80 How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	92%		5%	2%		5,243	67
	55%	37%	5%	2%	1%		
	2,941	1,942	239	91	30		
81 How satisfied are you with the following Work/Life programs in your agency? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)	86%		12%	2%		2,514	140
	34%	52%	12%	2%	0%		
	914	1,288	262	44	6		
82 How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	78%		18%	4%		1,114	173
	28%	50%	18%	3%	1%		
	352	539	180	30	13		
83 How satisfied are you with the following Work/Life programs in your agency? Child Care Programs (for example, daycare, parenting classes, parenting support groups)	74%		22%	4%		329	115
	33%	41%	22%	3%	1%		
	125	124	67	10	3		
84 How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	70%		27%	2%		266	95
	30%	40%	27%	2%	0%		
	92	106	62	5	1		

Notes:

- Don't Know/No Basis to Judge responses were excluded from percentage calculations and total response counts.
- The work/life satisfaction results (questions 79 - 84) only include employees who indicated that they participated in the program.
- Percentages are weighted to represent the Agency's population.
- The sum of percentages may not add to 100 due to rounding.
- Responses to questions 72 - 78 are listed under Work/Life Programs on page 8.
- Positive ratings of 65% or greater are in **bold green** font.
- Neutral ratings of 30% or greater are in **bold blue** font.
- Negative ratings of 35% or greater are in **bold red** font.

Work/Life Programs

YES		NOT SURE	NO	TOTAL
Notified that I was eligible	Notified that I was not eligible	Not sure if I was notified	Not notified of my telework eligibility	

Telework Eligibility

72 Have you been notified whether or not you are eligible to telework?	83%		6%	11%	9,807
	76%	8%	6%	11%	
	7,892	630	465	820	

I TELEWORK				I DO NOT TELEWORK				TOTAL
3 or more days per week	1 or 2 days per week	No more than 1 or 2 days per month	Very Infrequently, on an unscheduled or short-term basis	I have to be physically present on the job	Technical issues prevent me from teleworking	Did not receive approval, though I have the kind of job where I can telework	Choose not to telework	

Telework Situation

73 Please select the response below that BEST describes your current teleworking situation:	70%				30%				9,758
	20%	25%	8%	17%	9%	2%	8%	11%	
	1,416	2,967	895	1,911	637	202	624	1,106	

YES	NO	NOT AVAILABLE TO ME	TOTAL
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Program Participation

74 Do you participate in the following Work/Life programs? Alternative Work Schedules (AWS)	53%	38%	10%	9,802
	5,317	3,745	740	

75 Do you participate in the following Work/Life programs? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)	25%	65%	10%	9,772
	2,603	6,415	754	

76 Do you participate in the following Work/Life programs? Employee Assistance Program (EAP)	12%	83%	5%	9,688
	1,144	8,147	397	

77 Do you participate in the following Work/Life programs? Child Care Programs (for example, daycare, parenting classes, parenting support groups)	4%	82%	14%	9,775
	377	8,292	1,106	

78 Do you participate in the following Work/Life programs? Elder Care Programs (for example, support groups, speakers)	3%	83%	14%	9,787
	301	8,392	1,094	

Notes:

- Percentages are weighted to represent the Agency's population.
- The sum of percentages may not add to 100 due to rounding.

Respondent Characteristics

Demographic Characteristics

	Headquarters	Field	Total
85 Where do you work?	66%	34%	9,737
	6,382	3,355	

	Non-Supervisor	Team Leader	Supervisor	Manager	Sr. Leader	Total
86 What is your supervisory status?	64%	13%	14%	6%	3%	9,782
	6,273	1,235	1,385	628	261	

	Male	Female	Total
87 Are you:	54%	46%	9,639
	5,210	4,429	

	Yes	No	Total
88 Are you Hispanic or Latino?	5%	95%	9,555
	524	9,031	

	American Indian or Alaska Native	Asian	Black or African American	Native Hawaiian or Other Pacific Islander	White	Two or More Races	Total
89 Please select the racial category(ies) with which you most closely identify.	1%	11%	15%	0%	71%	3%	9,292
	54	978	1,348	30	6,566	316	

	Less Than High School	High School Diploma/GED or equivalent	Trade or Technical Certificate	Some College (No Degree)	Associate's Degree (e.g., AA, AS)	Bachelor's Degree (e.g., BA, BS)	Master's Degree (e.g., MA, MS, MBA)	Doctoral/ Professional Degree (e.g., Ph.D., MD, JD)	Total
90 What is the highest degree or level of education you have completed?	0%	3%	1%	9%	4%	33%	31%	19%	9,700
	8	289	107	877	392	3,187	2,978	1,862	

	Federal Wage System	GS 1-6	GS 7-12	GS 13-15	Senior Executive Service	Senior Level (SL) or Scientific or Professional (ST)	Other	Total
91 What is your pay category/grade?	1%	5%	30%	52%	3%	1%	8%	9,693
	142	516	2,875	5,003	295	90	772	

	< 1 yr	1-3 yrs	4-5 yrs	6-10 yrs	11-14 yrs	15-20 yrs	> 20 yrs	Total
92 How long have you been with the Federal Government (excluding military service)?	2%	9%	9%	22%	12%	14%	32%	9,740
	222	879	873	2,170	1,122	1,396	3,078	

	< 1 yr	1-3 yrs	4-5 yrs	6-10 yrs	11-20 yrs	> 20 yrs	Total
93 How long have you been with your current agency (for example, DOJ, EPA)?	4%	12%	11%	24%	25%	25%	9,722
	353	1,208	1,024	2,297	2,436	2,404	

Respondent Characteristics

	No	Yes, Retire	Yes, Another Job Within Fed Gov	Yes, Another Job Outside Fed Gov	Yes, Other	Total	
94 Are you considering leaving your organization within the next year, and if so, why?	71% 6,929	4% 417	16% 1,523	4% 398	5% 449	9,716	
	Within 1 yr	Between 1 & 3 yrs	Between 3 & 5 yrs	5 or More yrs	Total		
95 I am planning to retire:	3% 247	8% 740	9% 836	81% 7,819	9,642		
	Heterosexual or Straight	Gay, Lesbian, Bisexual, or Transgender	I Prefer Not to Say	Total			
96 Self-Identify as:	83% 7,660	4% 339	13% 1,226	9,225			
	No Prior Military Service	Currently in National Guard or Reserves	Retired	Separated or Discharged	Total		
97 What is your US military service status?	87% 8,295	0% 46	4% 339	9% 887	9,567		
	Yes	No	Total				
98 Are you an individual with a disability?	8% 772	92% 8,834	9,606				
	25 and under	26-29	30-39	40-49	50-59	60 or older	Total
99 What is your age group?	1% 111	4% 440	22% 2,191	27% 2,726	31% 3,182	15% 1,479	10,129

Notes:

- The sum of percentages may not add to 100 due to rounding.