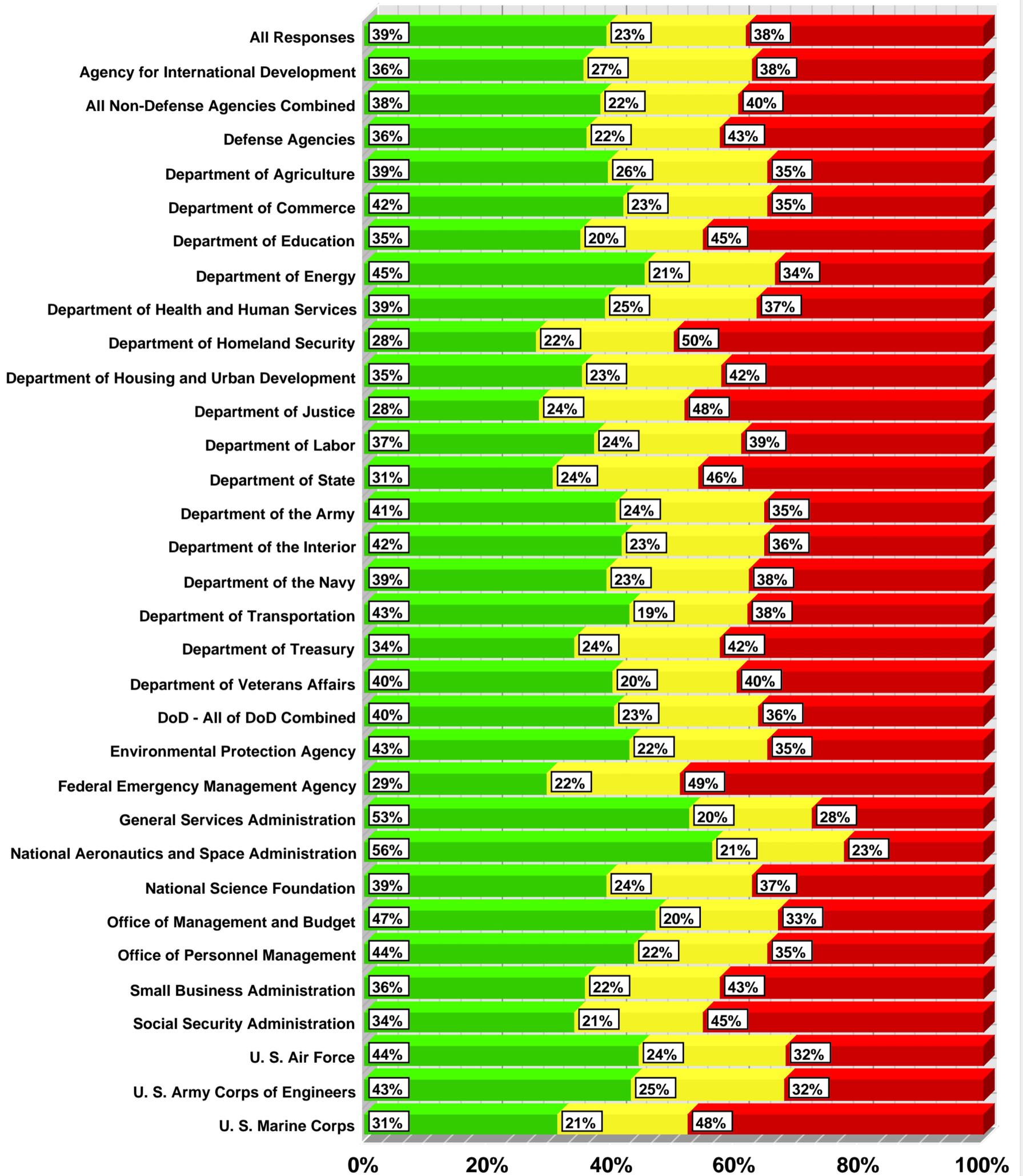


# (21) Employees have a feeling of personal empowerment and ownership of work processes. – (Agencies compared to All Responses)



■ Positive Responses

■ Neutral Responses

■ Negative Responses