



U.S. Department of Commerce

2017 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 approximately 486,105 Federal employees. The survey was open to Commerce employees beginning May 9 to June 20, 2017.

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 2017 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 and work-life programs. However, opportunities for improvement remain within employee perceptions on performance management, resources, and leadership within the Department. Below are highlights based on FEVS Items 1-71:

- **43 items had positive ratings of 65% or more** (strengths)
- **0 items had negative rating of 35% or more** (challenges)
- **2 items had neutral rating of 30% or more** (opportunities)
- **60 items increased from the Department's 2016 positive score***
- **4 items decreased from the Department's 2016 positive score***
- **66 out of 71 items were above the positive Government-wide average***
- **43 items were 5 percentage points or more above the positive Government-wide average***
- **1 item was 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: 41%** – How satisfied are you with your opportunity to get a better job in your organization.

**Increase/decrease or above/below by ≥1%*

Indices

Out of 37 departments/large agencies, Commerce received the following Index scores:

71% on Employee Engagement (69% in 2016)

Conditions that lead to engaged employees

- **80% on Supervisors** (78% in 2016)
The interpersonal relationship between worker and supervisor, including trust, respect, and support
- **74% on Intrinsic Work Experiences** (73% in 2016)
Employees' feelings of motivation and competency relating to their role in the workplace
- **58% on Leaders Lead** (57% in 2016)
Perceptions of leadership integrity and behaviors, such as communication and workforce motivation

70% on Global Satisfaction (68% in 2016)

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

69% on Job Satisfaction (69% in 2016)

Employees are satisfied with their jobs and various aspects thereof

66% on New Inclusion Quotient (IQ) (63% in 2016)

The concept that individual behaviors repeated over time will create habits necessary for inclusiveness.

65% on Leadership and Knowledge Management (63% in 2016)

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

64% on Talent Management (63% in 2016)

The organization has the talent necessary to achieve organizational goals

62% on Results-Oriented Performance Culture (60% in 2016)

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

Response Rates

54% (10,480 out of 19,473) of Commerce employees responded, which is eight percentage points above the Government rate. Bureau/organizational unit response rates are:

- | | | | |
|--------------|---------------|----------------|--------------|
| ▪ EDA – 79% | ▪ NTIA – 67% | ▪ BIS – 55% | ▪ ESA – 42% |
| ▪ OIG – 77% | ▪ USPTO – 62% | ▪ CENSUS – 50% | ▪ NIST – 41% |
| ▪ BEA – 74% | ▪ ITA – 61% | ▪ NOAA – 50% | |
| ▪ MBDA – 72% | ▪ NTIS – 59% | ▪ OS – 46% | |

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.	71%		15%	14%		10,462	N/A
	24%	47%	15%	10%	4%		
	2,881	4,896	1,406	933	346		
2 I have enough information to do my job well.	75%		13%	12%		10,438	N/A
	22%	53%	13%	10%	3%		
	2,527	5,432	1,256	964	259		
3 I feel encouraged to come up with new and better ways of doing things.	60%		20%	19%		10,378	N/A
	24%	37%	20%	13%	6%		
	2,851	3,970	1,811	1,221	525		
4 My work gives me a feeling of personal accomplishment.	75%		14%	10%		10,430	N/A
	31%	44%	14%	7%	4%		
	3,370	4,630	1,402	681	347		
5 I like the kind of work I do.	83%		12%	5%		10,407	N/A
	38%	45%	12%	3%	2%		
	4,068	4,675	1,153	346	165		
6 I know what is expected of me on the job.	84%		9%	7%		10,393	N/A
	36%	48%	9%	5%	2%		
	3,726	4,936	1,008	506	217		
7 When needed I am willing to put in the extra effort to get a job done.	96%		2%	1%		10,409	N/A
	63%	33%	2%	1%	1%		
	6,733	3,336	241	50	49		
8 I am constantly looking for ways to do my job better.	90%		8%	2%		10,413	N/A
	47%	43%	8%	1%	1%		
	5,025	4,451	784	109	44		
9 I have sufficient resources (for example, people, materials, budget) to get my job done.	52%		17%	31%		10,435	18
	14%	38%	17%	20%	11%		
	1,514	4,031	1,642	2,111	1,137		
10 My workload is reasonable.	54%		18%	28%		10,418	11
	11%	43%	18%	18%	10%		
	1,386	4,623	1,780	1,734	895		
11 My talents are used well in the workplace.	62%		18%	19%		10,299	37
	18%	44%	18%	12%	7%		
	2,065	4,610	1,721	1,224	679		
12 I know how my work relates to the agency's goals and priorities.	87%		9%	5%		10,395	20
	34%	52%	9%	3%	2%		
	3,779	5,270	862	314	170		
13 The work I do is important.	91%		7%	3%		10,332	19
	49%	42%	7%	1%	1%		
	4,977	4,327	750	174	104		

Positive, Neutral, Negative Ratings

14 Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	74%		14%	12%		10,294	131
	29%	44%	14%	8%	4%		
	3,089	4,541	1,360	880	424		
15 My performance appraisal is a fair reflection of my performance.	73%		14%	13%		10,278	150
	28%	46%	14%	8%	5%		
	3,030	4,706	1,342	721	479		
16 I am held accountable for achieving results.	87%		9%	4%		10,349	36
	35%	52%	9%	3%	1%		
	3,737	5,340	897	275	100		
17 I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	67%		19%	14%		9,744	672
	28%	39%	19%	7%	7%		
	3,011	3,734	1,726	664	609		
18 My training needs are assessed.	56%		24%	20%		10,316	111
	16%	40%	24%	14%	6%		
	1,883	4,062	2,362	1,382	627		
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).	73%		13%	14%		10,212	253
	33%	40%	13%	8%	5%		
	3,336	4,145	1,351	851	529		

My Work Unit

20 The people I work with cooperate to get the job done.	80%		11%	9%		10,466	N/A
	33%	47%	11%	7%	2%		
	3,742	4,801	1,077	642	204		
21 My work unit is able to recruit people with the right skills.	50%		25%	25%		9,930	527
	12%	38%	25%	16%	9%		
	1,352	3,900	2,263	1,582	833		
22 Promotions in my work unit are based on merit.	54%		24%	22%		9,593	815
	18%	35%	24%	12%	10%		
	1,752	3,410	2,393	1,163	875		
23 In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	42%		28%	29%		8,950	1,476
	10%	32%	28%	17%	13%		
	946	2,852	2,612	1,471	1,069		
24 In my work unit, differences in performance are recognized in a meaningful way.	45%		28%	27%		9,548	877
	11%	34%	28%	18%	10%		
	1,127	3,275	2,664	1,609	873		
25 Awards in my work unit depend on how well employees perform their jobs.	58%		23%	20%		9,631	777
	18%	39%	23%	12%	8%		
	1,732	3,794	2,225	1,126	754		
26 Employees in my work unit share job knowledge with each other.	77%		13%	10%		10,388	43
	27%	50%	13%	6%	4%		
	3,058	5,150	1,217	614	349		
27 The skill level in my work unit has improved in the past year.	61%		28%	12%		9,827	619
	20%	41%	28%	8%	4%		
	2,175	4,024	2,549	716	363		

Positive, Neutral, Negative Ratings

28 How would you rate the overall quality of work done by your work unit?	89%		10%	2%		10,444	N/A
	48%	40%	10%	1%	1%		
	5,428	3,930	928	110	48		
My Agency							
29 The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	76%		15%	9%		10,141	183
	19%	57%	15%	7%	2%		
	2,140	5,750	1,405	641	205		
30 Employees have a feeling of personal empowerment with respect to work processes.	53%		24%	23%		9,991	322
	13%	41%	24%	16%	7%		
	1,451	4,106	2,308	1,504	622		
31 Employees are recognized for providing high quality products and services.	59%		21%	20%		10,092	201
	16%	43%	21%	14%	6%		
	1,782	4,509	1,975	1,270	556		
32 Creativity and innovation are rewarded.	46%		29%	25%		9,967	331
	13%	33%	29%	16%	9%		
	1,504	3,593	2,690	1,428	752		
33 Pay raises depend on how well employees perform their jobs.	42%		26%	32%		9,499	770
	13%	30%	26%	19%	13%		
	1,173	2,775	2,602	1,756	1,193		
34 Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	65%		23%	12%		9,444	868
	21%	44%	23%	7%	5%		
	2,107	4,203	2,105	607	422		
35 Employees are protected from health and safety hazards on the job.	82%		12%	7%		10,034	277
	30%	52%	12%	4%	2%		
	3,203	5,264	1,071	337	159		
36 My organization has prepared employees for potential security threats.	79%		14%	7%		10,142	148
	25%	54%	14%	5%	2%		
	2,685	5,451	1,348	470	188		
37 Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	64%		21%	15%		9,474	825
	23%	41%	21%	8%	7%		
	2,351	3,860	1,892	751	620		
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.	77%		15%	8%		9,264	1,005
	31%	46%	15%	4%	4%		
	3,041	4,178	1,337	349	359		
39 My agency is successful at accomplishing its mission.	83%		13%	4%		10,114	179
	27%	55%	13%	3%	1%		
	3,041	5,479	1,209	262	123		
40 I recommend my organization as a good place to work.	74%		16%	10%		10,298	N/A
	31%	42%	16%	7%	3%		
	3,487	4,322	1,548	678	263		

Positive, Neutral, Negative Ratings

41 I believe the results of this survey will be used to make my agency a better place to work.	51%		25%	24%		9,551	775
	19%	33%	25%	14%	9%		
	1,910	3,168	2,322	1,309	842		

My Supervisor

42 My supervisor supports my need to balance work and other life issues.	85%		8%	6%		10,250	47
	48%	37%	8%	3%	3%		
	5,359	3,625	724	280	262		

43 My supervisor provides me with opportunities to demonstrate my leadership skills.	70%		17%	13%		10,221	61
	35%	36%	17%	8%	5%		
	3,920	3,641	1,522	714	424		

44 Discussions with my supervisor about my performance are worthwhile.	72%		15%	13%		10,195	70
	35%	38%	15%	8%	5%		
	3,747	3,767	1,438	745	498		

45 My supervisor is committed to a workforce representative of all segments of society.	75%		19%	6%		9,276	980
	38%	37%	19%	3%	3%		
	3,747	3,452	1,559	258	260		

46 My supervisor provides me with constructive suggestions to improve my job performance.	71%		16%	13%		10,215	40
	33%	38%	16%	9%	5%		
	3,521	3,828	1,572	845	449		

47 Supervisors in my work unit support employee development.	75%		14%	10%		10,115	150
	35%	41%	14%	6%	4%		
	3,857	4,050	1,318	522	368		

48 My supervisor listens to what I have to say.	84%		8%	8%		10,283	N/A
	46%	38%	8%	5%	3%		
	5,043	3,718	806	436	280		

49 My supervisor treats me with respect.	88%		7%	6%		10,272	N/A
	52%	35%	7%	3%	3%		
	5,627	3,460	644	295	246		

50 In the last six months, my supervisor has talked with me about my performance.	90%		5%	5%		10,260	N/A
	47%	43%	5%	3%	2%		
	5,048	4,199	531	329	153		

51 I have trust and confidence in my supervisor.	76%		13%	11%		10,274	N/A
	45%	32%	13%	6%	5%		
	4,839	3,223	1,203	563	446		

52 Overall, how good a job do you feel is being done by your immediate supervisor?	79%		14%	7%		10,281	N/A
	50%	29%	14%	4%	3%		
	5,300	2,995	1,285	409	292		

Leadership

53 In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	44%		27%	29%		9,904	328
	12%	32%	27%	18%	11%		
	1,417	3,289	2,528	1,689	981		

54 My organization's senior leaders maintain high standards of honesty and integrity.	59%		26%	16%		9,369	847
	19%	40%	26%	8%	8%		
	2,032	3,712	2,228	742	655		

Positive, Neutral, Negative Ratings

55 Supervisors work well with employees of different backgrounds.	74%		17%	9%		9,523	653
	25%	49%	17%	5%	4%		
	2,638	4,595	1,510	448	332		
56 Managers communicate the goals and priorities of the organization.	66%		19%	15%		9,982	197
	19%	47%	19%	9%	5%		
	2,084	4,722	1,810	886	480		
57 Managers review and evaluate the organization's progress toward meeting its goals and objectives.	68%		20%	11%		9,427	752
	19%	49%	20%	7%	4%		
	2,050	4,558	1,794	682	343		
58 Managers promote communication among different work units (for example, about projects, goals, needed resources).	57%		23%	20%		9,691	492
	17%	41%	23%	12%	8%		
	1,869	4,062	1,988	1,111	661		
59 Managers support collaboration across work units to accomplish work objectives.	62%		21%	17%		9,686	504
	18%	44%	21%	11%	6%		
	2,053	4,271	1,884	935	543		
60 Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	65%		22%	13%		9,415	787
	29%	37%	22%	7%	6%		
	3,035	3,430	1,824	630	496		
61 I have a high level of respect for my organization's senior leaders.	59%		23%	18%		9,961	245
	22%	37%	23%	10%	8%		
	2,418	3,712	2,202	959	670		
62 Senior leaders demonstrate support for Work/Life programs.	65%		22%	13%		9,262	948
	25%	40%	22%	8%	5%		
	2,609	3,845	1,808	610	390		

My Satisfaction

63 How satisfied are you with your involvement in decisions that affect your work?	55%		22%	23%		10,176	N/A
	17%	39%	22%	17%	6%		
	1,911	4,068	2,101	1,570	526		
64 How satisfied are you with the information you receive from management on what's going on in your organization?	53%		23%	25%		10,173	N/A
	14%	39%	23%	17%	7%		
	1,675	4,098	2,188	1,608	604		
65 How satisfied are you with the recognition you receive for doing a good job?	58%		22%	20%		10,159	N/A
	17%	41%	22%	14%	6%		
	1,945	4,143	2,181	1,305	585		
66 How satisfied are you with the policies and practices of your senior leaders?	46%		31%	23%		10,142	N/A
	12%	34%	31%	15%	8%		
	1,427	3,643	2,971	1,405	696		
67 How satisfied are you with your opportunity to get a better job in your organization?	41%		30%	29%		10,156	N/A
	12%	29%	30%	17%	11%		
	1,383	3,022	2,977	1,699	1,075		
68 How satisfied are you with the training you receive for your present job?	60%		22%	18%		10,151	N/A
	17%	43%	22%	13%	5%		
	1,925	4,355	2,205	1,184	482		

Positive, Neutral, Negative Ratings

69 Considering everything, how satisfied are you with your job?	73%		15%	12%		10,157	N/A
	25%	48%	15%	8%	4%		
	2,751	4,820	1,470	774	342		
70 Considering everything, how satisfied are you with your pay?	66%		16%	18%		10,164	N/A
	20%	46%	16%	12%	6%		
	2,118	4,687	1,583	1,229	547		
71 Considering everything, how satisfied are you with your organization?	67%		19%	14%		10,156	N/A
	20%	47%	19%	10%	4%		
	2,242	4,822	1,742	953	397		

Work/Life

79 How satisfied are you with the following Work/Life programs in your agency? Telework	88%		7%	5%		7,915	138
	51%	37%	7%	3%	2%		
	4,137	2,907	500	261	110		
80 How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	94%		4%	2%		5,510	67
	59%	35%	4%	1%	1%		
	3,382	1,854	190	65	19		
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%		13%	2%		2,296	146
	35%	51%	13%	1%	0%		
	889	1,133	237	32	5		
82 How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	80%		18%	3%		1,059	147
	31%	48%	18%	2%	1%		
	358	510	163	20	8		
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)	80%		18%	2%		286	106
	42%	38%	18%	2%	0%		
	129	103	47	7	0		
84 How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	72%		28%	0%		186	110
	31%	41%	28%	0%	0%		
	63	74	48	1	0		

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?	87%		5%	8%	10,113
	80%	7%	5%	8%	
	8,658	575	358	522	

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:	75%				25%				10,136
	24%	29%	7%	16%	8%	2%	6%	10%	
	2,041	3,587	722	1,683	527	136	476	964	

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%	37%	10%	10,135
	5,590	3,845	700	

75 Do you participate in the following Work/Life programs? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)	23%	67%	11%	10,128
	2,403	6,953	772	

76 Do you participate in the following Work/Life programs? Employee Assistance Program (EAP)	12%	83%	6%	10,099
	1,127	8,569	403	

77 Do you participate in the following Work/Life programs? Child Care Programs (for example, daycare, parenting classes, parenting support groups)	3%	83%	14%	10,115
	319	8,738	1,058	

78 Do you participate in the following Work/Life programs? Elder Care Programs (for example, support groups, speakers)	2%	83%	15%	10,114
	222	8,787	1,105	

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?	67%	33%	10,072
	6,791	3,281	

	Non-Supervisor	Team Leader	Supervisor	Manager	Sr. Leader	Total
86 What is your supervisory status?	65%	11%	14%	7%	3%	10,112
	6,572	1,149	1,449	689	253	

	Male	Female	Total
87 Are you:	53%	47%	9,960
	5,251	4,709	

	Yes	No	Total
88 Are you Hispanic or Latino?	5%	95%	9,870
	531	9,339	

	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%	1%	69%	4%	9,582
	60	1,037	1,452	51	6,637	345	

	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%	2%	1%	7%	4%	31%	32%	22%	10,025
	4	218	101	737	370	3,129	3,247	2,219	

	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%	4%	27%	58%	3%	1%	7%	10,030
	116	382	2,704	5,772	281	88	687	

	< 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)?	3%	11%	7%	22%	13%	15%	28%	10,062
	310	1,127	749	2,168	1,330	1,540	2,838	

	< 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)?	5%	17%	9%	22%	26%	22%	10,021
	505	1,669	864	2,163	2,642	2,178	

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?	76% 7,568	4% 420	12% 1,203	4% 448	4% 381	10,020	
	Within 1 yr	Between 1 & 3 yrs	Between 3 & 5 yrs	5 or More yrs	Total		
95 I am planning to retire:	2% 231	8% 778	9% 853	81% 8,111	9,973		
	Heterosexual or Straight	Gay, Lesbian, Bisexual, or Transgender	I Prefer Not to Say	Total			
96 Self-Identify as:	83% 7,850	4% 346	14% 1,280	9,476			
	No Prior Military Service	Currently in National Guard or Reserves	Retired	Separated or Discharged	Total		
97 What is your US military service status?	86% 8,508	1% 80	4% 407	9% 892	9,887		
	Yes	No	Total				
98 Are you an individual with a disability?	9% 922	91% 9,006	9,928				
	25 and under	26-29	30-39	40-49	50-59	60 or older	Total
99 What is your age group?	1% 142	4% 405	23% 2,407	27% 2,842	31% 3,211	14% 1,473	10,480

Notes:

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