

## **Trademark Work at Home (TWAH) Survey Results\***

A recent e-mail survey of Trademark Work at Home attorneys produced the following results. The answers were anonymously provided to management through the union representatives on the TWAH working group.

Approximately 74% of TWAH participants (162 of 220) responded to the survey.

### **OVERALL JOB SATISFACTION**

The first question asked the level of improvement to overall job satisfaction that participation in the TWAH program brought as compared to working on site. 99% reported increased job satisfaction because of program participation. 75% reported that job satisfaction improved significantly.

### **EMPLOYEE RETENTION**

90% of respondents indicated that their participation in the TWAH program has influenced them to stay at the USPTO.

Approximately 86% indicated that it was likely that the participant would remain a USPTO employee over the next five years due to participation in TWAH. 12% said they would be likely to stay five years for reasons other than TWAH. 2% reported that they would be likely to leave the USPTO within 5 years.

### **SICK LEAVE USAGE**

The fourth question asked whether participation in the TWAH program affected the amount of sick leave used. 80% report that the flexibility of working at home has allowed them to decrease the amount of sick leave they would have used if they worked on site full time.

### **BENEFITS OF WORKING AT HOME TO THE EMPLOYEE**

63% of survey respondents report improved overall health and well being because of the TWAH program. 71% report improvements in family life. 91% of respondents recognized the TWAH program as saving them commuting costs. 40% report saving dry cleaning costs. 64% report saving food costs. 54% are now able to volunteer in schools or social organizations.

**\* This is not a scientifically validated survey.**