2012

Federal Employee Viewpoint Survey Results

EMPLOYEES INFLUENCING CHANGE

TRADE AND DEVELOPMENT AGENCY

AGENCY RESULTS

Over 687,000 Federal Employees' Opinions

UNITED STATES
OFFICE OF PERSONNEL MANAGEMENT



U.S. TRADE AND DEVELOPMENT AGENCY

The annual **Federal Employee Viewpoint Survey** (**EVS**) is one source of information to measure employees' feelings and attitudes in topic areas such as Talent, Leadership and Knowledge Management, Performance Culture, and Job Satisfaction. The ultimate goal of the survey is to provide agencies with information to build off of strengths and improve challenge areas within the categories of My Work Experience, My Work Unit, My Agency, My Supervisor/Team Leader, Leadership, My Satisfaction, and Work/Life.

The results of the 2012 EVS, administered from April 4, 2012 to May 16, 2012, indicate that USTDA employees continue to have a high degree of motivation and commitment to the mission and goals of the Agency. Across the board, the Agency's results for the 77 questions for which positive responses were calculated are significantly higher than the government-wide averages.

Five questions (Qs 7,12, 26, 28, and 29), dealing with individual effort, knowing how an employee's work relates to Agency goals and priorities, and an assessment of the overall quality of the work performed, received 100% positive (Strongly Agree/Agree) responses. Notably, 80% of responses were in the highly positive range (70% - 100%), including the important indicators of overall job satisfaction and workplace desirability. Once again, USTDA ranked significantly higher than the government as a whole in the three key questions used to calculate the rankings of the agencies in the *Best Places to Work in the Federal Government* index. They are:

- 1. Q. 40. I recommend my organization as a good place to work. (87.7%)
- 2. Q. 69. Considering everything, how satisfied are you with your job? (73.7%)
- 3. Q. 71. Considering everything, how satisfied are you with your organization? (81.0%)

The percentage of positive responses increased for several important indicators dealing with work unit and personal satisfaction, policies and programs to promote diversity, and perceptions of supervisory involvement and support. It is particularly encouraging that the two questions dealing with "Arbitrary Action, Personal Favoritism, and Prohibited Personnel Practices" (Qs 37 and 38) showed positive increases over the 2011 EVS results. Reflecting the implementation of the USTDA Telework Program in 2011, 100% of Agency respondents indicated that they had been notified of their eligibility to telework.

There were a few noteworthy reductions in positive response rates to questions dealing with opportunities for advancement, individual recognition, and personal involvement in decisions affecting work (Q. 3, 47, 63, and 69). While down from the 2011 EVS results, the positive response rates for these questions is still significantly higher than the recent government-wide averages.

USTDA will be incorporating employee feedback from the survey as it creates and revises strategies, policies, and services to ensure the organization has the human capital environment

eeded to help employees complete their job's duties and enable USTDA to accomplish its nission.									

		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*1. I am given a real opportunity to improve my skills in my	N		14	5	4	1	1	25	NA
organization.	%	76.5	56.4	20.1	15.2	4.3	4.0	100.0	
I have enough information to do my job well.	N		13	11	0	1	0	25	NA
2. Thave enough information to do my job well.	%	95.7	52.7	42.9	0.0	4.3	0.0	100.0	
3. I feel encouraged to come up with new and better ways of doing	N		16	3	3	1	2	25	NA
things.	%	76.5	64.3	12.1	12.1	4.3	7.1	100.0	
*4. My work siyos mo a feeling of paragral accomplishment	N		15	6	1	1	2	25	NA
*4. My work gives me a feeling of personal accomplishment.	%	85.1	60.9	24.3	4.1	3.6	7.1	100.0	
*5. I like the kind of work I do.	N		15	8	1	0	1	25	NA
5. Tilke the kind of work I do.	%	92.4	61.1	31.2	3.6	0.0	4.0	100.0	
	N		12	12	1	0	0	25	NA
6. I know what is expected of me on the job.	%	96.3	49.1	47.3	3.7	0.0	0.0	100.0	
When needed I am willing to put in the extra effort to get a job done.	N		18	6	0	0	0	24	NA
	%	100.0	76.1	23.9	0.0	0.0	0.0	100.0	
O I am anatomb lasting for word to do you in high to	N		18	5	0	1	0	24	NA
8. I am constantly looking for ways to do my job better.	%	95.8	76.0	19.8	0.0	4.2	0.0	100.0	
9. I have sufficient resources (for example, people, materials,	N		10	9	1	4	1	25	0
budget) to get my job done.	%	77.1	40.1	37.0	3.6	15.6	3.7	100.0	
*40 Manualization and the	N		7	10	0	6	2	25	0
*10. My workload is reasonable.	%	69.1	27.9	41.2	0.0	23.0	8.0	100.0	
*44. Marketenke one weed well in the weed with	N		10	8	1	3	2	24	0
*11. My talents are used well in the workplace.	%	75.9	42.7	33.2	4.3	12.3	7.4	100.0	
***	N		17	8	0	0	0	25	0
*12. I know how my work relates to the agency's goals and priorities.	%	100.0	68.8	31.2	0.0	0.0	0.0	100.0	
#40. The county I do to the manufact	N		19	3	1	1	1	25	0
*13. The work I do is important.	%	88.8	77.2	11.6	4.1	4.0	3.1	100.0	
*14. Physical conditions (for example, noise level, temperature,	N		19	5	0	0	1	25	0
lighting, cleanliness in the workplace) allow employees to perform their jobs well.	%	96.9	76.5	20.4	0.0	0.0	3.1	100.0	
*15. My performance appraisal is a fair reflection of my residence	N		14	8	1	2	0	25	0
*15. My performance appraisal is a fair reflection of my performance.	%	87.4	57.6	29.9	4.1	8.5	0.0	100.0	
40. Laws hold accessivately for achieving recylle	N		15	9	1	0	0	25	0
16. I am held accountable for achieving results.	%	95.9	60.9	35.0	4.1	0.0	0.0	100.0	

Survey Administration Period: April 4, 2012 to May 16, 2012

Percentages are weighted to represent the Agency's population.

Sample or Census: Census

Number of surveys completed: 25

Number of surveys administered: 34

^{*} AES prescribed items

^{**} Unweighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'

*18. My training needs are assessed. **N **N **N **N **N **N **N *	Do Not Know/ No Basis to Judge	Item Response Total**	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Percent Positive		
*18. My training needs are assessed. *18. My training needs are assessed. *18. My training needs are assessed. *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). *20. The people I work with cooperate to get the job done. *21. My work unit is able to recruit people with the right skills. *22. Promotions in my work unit are based on merit. *23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. *24. In my work unit, differences in performance are recognized in a meaningful way. *25. Employees in my work unit depend on how well employees perform their jobs. *26. Employees in my work unit has improved in the past year. *27. The skill level in my work unit has improved in the past year. *28. How would you rate the overall quality of work done by your work unit? *29. How would you rate the overall quality of work done by your work unit? *29. How would you rate the overall quality of work done by your work unit? *29. How would you rate the overall quality of work done by your work unit? *20. The skill level in work unit has improved in the past year. *20. The skill level in work unit has improved in the past year. *20. The skill level in work unit has improved in the past year. *20. The skill level in work unit has improved in the past year. *21. My training needs are assessed. *22. How would you rate the overall quality of work done by your work unit. *23. How would you rate the overall quality of work done by your work unit. *24. How would you rate the overall quality of work done by your work unit. *25. Awards in my work unit has improved in the past year. *26. How would you rate the overall quality of work done by your work unit. *25. How would you rate the overall quality of work done by your work unit. *26. How would you rate the overall quality of work done by your work unit. *27. The skill level in my work unit has improved in	2	23	2	0	1	6	14		N	
**18. My training needs are assessed.		100.0	7.6	0.0	4.0	27.0	61.4	88.4	%	without fear of reprisal.
**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). **20. The people I work with cooperate to get the job done. **21. My work unit is able to recruit people with the right skills. **22. Promotions in my work unit are based on merit. **23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. **24. In my work unit, differences in performance are recognized in a meaningful way. **25. Employees in my work unit depend on how well employees perform the fields. **26. Employees in my work unit share job knowledge with each other. **27. The skill level in my work unit has improved in the past year. **28. How would you rate the overall quality of work done by your work wint? **28. How would you rate the overall quality of work done by your work wint? **29. The skill level in my work unit has improved on the mast year. **29. How would you rate the overall quality of work done by your work wint? **30. The skill level in my work unit share job knowledge by your work wind wint? **31. My work unit share job knowledge by your work wind you rate the overall quality of work done by your work wind wint? **32. How would you rate the overall quality of work done by your work wint? **32. How would you rate the overall quality of work done by your work wint? **33. The skill level in my work unit share job knowledge by your work wint? **34. The skill level in my work unit share job knowledge by your work wint? **35. How would you rate the overall quality of work done by your work wint? **36. The skill level in my work unit share job work done by your work wint? **36. The skill level in my work unit share job work done by your work wint? **36. The skill level in my work unit share job knowledge with each other. **36. The skill level in my work unit share job knowledge with each other. **37. The skill level in my work unit share job knowledge with each other.	0	25	1	5	3	5	11		N	*18. My training poods are assessed
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*21. My work unit is able to recruit people with the right skills. **21. My work unit is able to recruit people with the right skills. **22. Promotions in my work unit are based on merit. **22. Promotions in my work unit are based on merit. **23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. **24. In my work unit, differences in performance are recognized in a meaningful way. **25. Awards in my work unit depend on how well employees perform their jobs. **26. Employees in my work unit share job knowledge with each other. **27. The skill level in my work unit has improved in the past year. **28. How would you rate the overall quality of work done by your work unit? **29. Promotions in my work unit is able to recruit people with the right skills. **8	NA	25	0	1	0	7	17		N	*20. The manufacturists accounts to mat the light dama
*21. My work unit is able to recruit people with the right skills. *8 87.7 49.5 38.2 8.9 0.0 3.4 100.0 *22. Promotions in my work unit are based on merit. *8 6 3 1 1 4 22 *22. Promotions in my work unit, steps are taken to deal with a poor performer who is a cannot or will not improve. *10 6 5 4 0 0 2 17 *10 10 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		100.0	0.0	3.1	0.0	28.7	68.1	96.9	%	*20. The people I work with cooperate to get the job done.
*22. Promotions in my work unit are based on merit. **N	2	23	1	0	2	9	11		N	*21. My work unit is able to recruit needs with the right skills
*22. Promotions in my work unit are based on merit. **8 66.0 38.2 27.8 13.9 4.2 15.9 100.0 *23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. *24. In my work unit, differences in performance are recognized in a meaningful way. *25. Awards in my work unit depend on how well employees perform their jobs. *26. Employees in my work unit share job knowledge with each other. *27. The skill level in my work unit has improved in the past year. *28. How would you rate the overall quality of work done by your work unit? *28. How would you rate the overall quality of work done by your work unit? *29. Fromotions in my work unit as a sac 27.8 13.9 4.2 15.9 100.0 *38.2 27.8 13.9 4.2 15.9 100.0 *38.2 27.8 13.9 4.2 17.7 0.0 2 23.7 0.0 *4.2 17.7 29.8 4.6 1.1 4 20.0 *4.2 20.0 0 0 0 0 0 0.0 *4.2 20.0 0 0 0 0.0 *4.2 20.0 0 0 0 0.0 *4.2 20.0 0 0 0 0.0 *4.2 20.0 0 0 0 0.0 *4.2 20.0 0 0 0 0.0 *4.2 20.0 0 0 0 0.0 *4.2 20.0 0 0 0 0 0 0.0 *4.2 20.0 0 0 0 0 0 0.0 *4.2 20.0 0 0 0 0 0.0 *4.2 20.0 0 0 0 0 0 0.0 *4.2 20.0 0 0 0 0 0 0.0 *4.2 20.0 0 0 0 0 0 0.0 *4.2 20.0 0 0 0 0 0 0.0 *4.2 20.0 0 0 0 0 0 0.0 *4.2 20.0 0 0 0 0 0 0 0 0.0 *4.2 20.0 0 0 0 0 0		100.0	3.4	0.0	8.9	38.2	49.5	87.7	%	21. My work unit is able to recruit people with the right skills.
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. *24. In my work unit, differences in performance are recognized in a meaningful way. *25. Awards in my work unit depend on how well employees perform their jobs. *26. Employees in my work unit share job knowledge with each other. *27. The skill level in my work unit has improved in the past year. *28. How would you rate the overall quality of work done by your work unit? *28. How would you rate the overall quality of work done by your work unit? *29. The skill level in my work unit share job knowledge with each other. *29. The skill level in my work unit has improved in the past year. *29. The skill level in my work unit has improved in the past year. *29. The skill level in my work unit has improved in the past year. *20. The skill level in my work unit has improved in the past year. *20. The skill level in my work unit has improved in the past year. *20. The skill level in my work unit has improved in the past year. *20. The skill level in my work unit has improved in the past year. *20. The skill level in my work unit has improved in the past year. *20. The skill level in my work unit has improved in the past year. *21. The skill level in my work unit has improved in the past year. *22. The skill level in my work unit has improved in the past year. *23. The skill level in my work unit has improved in the past year. *23. The skill level in my work unit has improved in the past year. *23. The skill level in my work unit has improved in the past year. *23. The skill level in my work unit has improved in the past year. *24. The skill level in my work unit has improved in the past year. *25. The skill level in my work unit has improved in the past year. *26. The skill level in my work unit has improved in the past year. *27. The skill level in my work unit has improved in the past year. *28. How would you rate the overall quality of work done by your work when has a same of the past year.	3	22	4	1	3	6	8		N	*22. Promotions in my work unit are based an morit
cannot or will not improve. *24. In my work unit, differences in performance are recognized in a meaningful way. *25. Awards in my work unit depend on how well employees perform their jobs. *26. Employees in my work unit share job knowledge with each other. *27. The skill level in my work unit has improved in the past year. *28. How would you rate the overall quality of work done by your work unit? *28. How would you rate the overall quality of work done by your work unit? *28. How would you rate the overall quality of work done by your work unit? *28. How would you rate the overall quality of work done by your work unit? *28. How would you rate the overall quality of work done by your work unit? *36. Each of the past year of the past		100.0	15.9	4.2	13.9	27.8	38.2	66.0	%	22. Promotions in my work unit are based on ment.
*24. In my work unit, differences in performance are recognized in a meaningful way. *24. In my work unit, differences in performance are recognized in a meaningful way. *25. Awards in my work unit depend on how well employees perform their jobs. *26. Employees in my work unit share job knowledge with each other. *27. The skill level in my work unit has improved in the past year. *28. How would you rate the overall quality of work done by your work unit? *28. How would you rate the overall quality of work done by your work unit? *29. Solo Solo Solo Solo Solo Solo Solo Sol	8	17	2	0	4	5	6		N	*23. In my work unit, steps are taken to deal with a poor performer who
meaningful way. % 48.2 32.9 15.4 29.8 4.6 17.4 100.0 25. Awards in my work unit depend on how well employees perform their jobs. N 8 3 5 0 3 19 26. Employees in my work unit share job knowledge with each other. N 17 8 0 0 0 0 25 26. Employees in my work unit share job knowledge with each other. N 17 8 0 0 0 0 25 27. The skill level in my work unit has improved in the past year. N 100.0 69.1 30.9 0.0 0.0 0.0 100.0 27. The skill level in my work unit has improved in the past year. N 72.9 43.7 29.2 23.9 0.0 3.2 100.0 Percent Positive Very Good Good Fair Poor Very Poor Total 28. How would you rate the overall quality of work done by your work unit? N 23 2 0 0 0 0 25		100.0	9.1	0.0	23.7	30.3	36.8	67.2	%	cannot or will not improve.
25. Awards in my work unit depend on how well employees perform their jobs. 26. Employees in my work unit share job knowledge with each other. 27. The skill level in my work unit has improved in the past year. 28. How would you rate the overall quality of work done by your work unit? 29. Awards in my work unit depend on how well employees perform N 61.5	5	20	4	1	6	3	6		N	
their jobs.		100.0	17.4	4.6	29.8	15.4	32.9	48.2	%	meaningful way.
26. Employees in my work unit share job knowledge with each other. N 100.0 69.1 30.9 0.0 0.0 0.0 0.0 100.0 25. 27. The skill level in my work unit has improved in the past year. N 72.9 43.7 29.2 23.9 0.0 0.0 3.2 100.0 100.0	6	19	3	0	5	3	8		N	25. Awards in my work unit depend on how well employees perform
26. Employees in my work unit share job knowledge with each other. 100.0 69.1 30.9 0.0 0.0 0.0 100.0		100.0	13.4	0.0	25.1	17.3	44.2	61.5	%	their jobs.
27. The skill level in my work unit has improved in the past year. N	0	25	0	0	0	8	17		N	26. Employage in my work unit chare ich knowledge with each other
27. The skill level in my work unit has improved in the past year. Yercent Positive Percent Positive		100.0	0.0	0.0	0.0	30.9	69.1	100.0	%	26. Employees in my work unit share job knowledge with each other.
Percent Positive Percent Pos	1	24	1	0	6	7	10		N	27. The skill level in my work unit has improved in the next year
Percent Positive Very Good Good Fair Poor Very Poor Total 28. How would you rate the overall quality of work done by your work unit? 29. How would you rate the overall quality of work done by your work % 100.0 91.9 8.1 0.0 0.0 0.0 100.0 1		100.0	3.2	0.0	23.9	29.2	43.7	72.9	%	27. The skill level in my work unit has improved in the past year.
unit? % 100.0 91.9 8.1 0.0 0.0 0.0 100.0	Do Not Know/ No Basis to Judge	ltem Response Total	Very Poor	Poor	Fair	Good	Very Good			
unit? % 100.0 91.9 8.1 0.0 0.0 0.0 100.0	NA	25	0	0	0	2	23		N	28. How would you rate the overall quality of work done by your work
Neither Item		100.0	0.0	0.0	0.0	8.1	91.9	100.0	%	unit?
Percent Strongly Agree nor Strongly Respon	Do Not Know/ No Basis to Judge	Item Response Total**	0,	Disagree	•	Agree	0,			
*29. The workforce has the job-relevant knowledge and skills N 15 10 0 0 0 25	0	25	0	0	0	10	15		N	
necessary to accomplish organizational goals. % 100.0 60.6 39.4 0.0 0.0 0.0 100.0		100.0	0.0	0.0	0.0	39.4	60.6	100.0	%	necessary to accomplish organizational goals.

Survey Administration Period: April 4, 2012 to May 16, 2012

Percentages are weighted to represent the Agency's population.

Sample or Census: Census

Number of surveys completed: 25

Number of surveys administered: 34

^{*} AES prescribed items

^{**} Unweighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'

		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
30. Employees have a feeling of personal empowerment with respect	N		10	7	3	2	3	25	0
to work processes.	%	70.3	41.5	28.8	11.6	8.0	10.2	100.0	
31. Employees are recognized for providing high quality products and	N		10	7	1	3	2	23	2
services.	%	75.6	45.4	30.2	4.2	13.5	6.8	100.0	
*22. Creativity and innovation are rewarded	N		12	4	5	0	2	23	2
*32. Creativity and innovation are rewarded.	%	70.8	53.9	16.8	22.4	0.0	6.8	100.0	
*22. Day raises demand on heavy vall anaple years montained their inte	N		7	5	2	3	3	20	5
*33. Pay raises depend on how well employees perform their jobs.	%	61.5	36.7	24.8	10.0	15.7	12.7	100.0	
34. Policies and programs promote diversity in the workplace (for	N		7	12	2	1	1	23	2
example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	%	83.3	32.3	51.0	8.5	4.7	3.5	100.0	
 Employees are protected from health and safety hazards on the job. 	N		14	10	0	1	0	25	0
	%	96.9	56.8	40.0	0.0	3.1	0.0	100.0	
36. My organization has prepared employees for potential security	N		11	8	2	3	0	24	1
threats.	%	79.8	46.9	32.9	9.0	11.2	0.0	100.0	
37. Arbitrary action, personal favoritism and coercion for partisan	N		10	6	4	0	4	24	1
political purposes are not tolerated.	%	68.9	43.3	25.6	15.1	0.0	16.0	100.0	
38. Prohibited Personnel Practices (for example, illegally	N		14	6	1	0	1	22	3
discriminating for or against any employee/applicant, obstructing a person's right to compete for employment, knowingly violating veterans' preference requirements) are not tolerated.	%	92.2	63.9	28.3	4.2	0.0	3.6	100.0	
	N		19	5	0	0	1	25	0
39. My agency is successful at accomplishing its mission.	%	96.0	76.5	19.6	0.0	0.0	4.0	100.0	
	N		14	7	1	1	1	24	NA
40. I recommend my organization as a good place to work.	%	87.7	58.3	29.4	4.9	3.3	4.2	100.0	
41. I believe the results of this survey will be used to make my agency	N		12	8	2	0	3	25	0
a better place to work.	%	81.4	48.9	32.5	8.4	0.0	10.2	100.0	
*42. My supervisor supports my need to balance work and other life	N		15	8	1	1	0	25	0
issues.	%	92.2	60.3	31.9	4.1	3.6	0.0	100.0	
43. My supervisor/team leader provides me with opportunities to	N		10	10	3	1	0	24	1
demonstrate my leadership skills.	%	84.0	42.5	41.5	11.4	4.5	0.0	100.0	
*44. Discussions with my supervisor/team leader about my	N		9	11	0	3	1	24	1
performance are worthwhile.	%	85.8	39.3	46.5	0.0	10.9	3.2	100.0	

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Sample or Census: Census

Number of surveys completed: 25

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		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
45. My supervisor/team leader is committed to a workforce	N		12	8	1	1	1	23	2
representative of all segments of society.	%	89.2	53.8	35.4	3.4	4.0	3.5	100.0	
46. My supervisor/team leader provides me with constructive	N		10	11	1	1	1	24	1
suggestions to improve my job performance.	%	89.7	43.1	46.5	3.8	3.3	3.2	100.0	
*47. Supervisors/team leaders in my work unit support employee	N		13	6	3	1	1	24	1
development.	%	80.2	54.3	25.9	12.0	4.5	3.3	100.0	
48. My supervisor/team leader listens to what I have to say.	N		16	7	1	1	0	25	NA
46. My supervisor/team leader listens to what i have to say.	%	93.2	64.7	28.5	3.6	3.1	0.0	100.0	
49. My supervisor/team leader treats me with respect.	N		16	7	0	1	1	25	NA
49. My supervisor/team leader treats the with respect.	%	93.2	64.7	28.5	0.0	3.6	3.1	100.0	
50. In the last six months, my supervisor/team leader has talked with	N		13	7	4	0	1	25	NA
me about my performance.	%	80.9	52.1	28.8	16.1	0.0	3.1	100.0	
*E1 have trust and confidence in my currenties.	N		15	6	1	1	2	25	NA
51. I have trust and confidence in my supervisor.	%	85.5	61.1	24.4	4.7	3.6	6.2	100.0	
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total	Do Not Know/ No Basis to Judge
*52. Overall, how good a job do you feel is being done by your	N		Very Good	Good	Fair 3	Poor 1	Very Poor	Response	No Basis to
*52. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	N %						-	Response Total	No Basis to Judge
immediate supervisor/team leader?		Positive	14	7	3	1	0	Response Total	No Basis to Judge
immediate supervisor/team leader? *53. In my organization, leaders generate high levels of motivation and		Positive 85.5 Percent	14 57.3 Strongly Agree	7 28.2	3 11.5 Neither Agree nor	1 3.1	0 0.0 Strongly	Response Total 25 100.0 Item Response	No Basis to Judge NA Do Not Know/ No Basis to
*53. In my organization, leaders generate high levels of motivation and commitment in the workforce.	%	Positive 85.5 Percent	14 57.3 Strongly Agree	7 28.2 Agree	3 11.5 Neither Agree nor Disagree	1 3.1 Disagree	0 0.0 Strongly	Response Total 25 100.0 Item Response Total** 24 100.0	No Basis to Judge NA Do Not Know/ No Basis to
*53. In my organization, leaders generate high levels of motivation and commitment in the workforce. 54. My organization's leaders maintain high standards of honesty and	% N	85.5 Percent Positive	14 57.3 Strongly Agree	7 28.2 Agree 8	3 11.5 Neither Agree nor Disagree	1 3.1 Disagree	0 0.0 Strongly Disagree	Response Total 25 100.0 Item Response Total**	No Basis to Judge NA Do Not Know/ No Basis to
*53. In my organization, leaders generate high levels of motivation and commitment in the workforce. 54. My organization's leaders maintain high standards of honesty and integrity.	% N %	85.5 Percent Positive	14 57.3 Strongly Agree 10 43.5	7 28.2 Agree 8 33.2	3 11.5 Neither Agree nor Disagree 3 12.7	1 3.1 Disagree 2 6.5	0 0.0 Strongly Disagree	Response Total 25 100.0 Item Response Total** 24 100.0	No Basis to Judge NA Do Not Know/ No Basis to Judge
 *53. In my organization, leaders generate high levels of motivation and commitment in the workforce. 54. My organization's leaders maintain high standards of honesty and integrity. *55. Managers/supervisors/team leaders work well with employees of 	% N % N	Positive 85.5 Percent Positive 76.6	14 57.3 Strongly Agree 10 43.5	7 28.2 Agree 8 33.2 8	3 11.5 Neither Agree nor Disagree 3 12.7	1 3.1 Disagree 2 6.5 1	0 0.0 Strongly Disagree 1 4.2 2	Response Total 25 100.0 Item Response Total** 24 100.0 24	No Basis to Judge NA Do Not Know/ No Basis to Judge
*53. In my organization, leaders generate high levels of motivation and commitment in the workforce. 54. My organization's leaders maintain high standards of honesty and integrity. *55. Managers/supervisors/team leaders work well with employees of different backgrounds.	% N % N	Positive 85.5 Percent Positive 76.6	14 57.3 Strongly Agree 10 43.5 12 50.7	7 28.2 Agree 8 33.2 8 33.5	3 11.5 Neither Agree nor Disagree 3 12.7 1 4.3	1 3.1 Disagree 2 6.5 1 4.0	0 0.0 Strongly Disagree 1 4.2 2 7.5	Response	No Basis to Judge NA Do Not Know/ No Basis to Judge 1
*53. In my organization, leaders generate high levels of motivation and commitment in the workforce. 54. My organization's leaders maintain high standards of honesty and integrity. *55. Managers/supervisors/team leaders work well with employees of different backgrounds. *56. Managers communicate the goals and priorities of the	% N % N %	Positive 85.5 Percent Positive 76.6 84.2	14 57.3 Strongly Agree 10 43.5 12 50.7	7 28.2 Agree 8 33.2 8 33.5 7	3 11.5 Neither Agree nor Disagree 3 12.7 1 4.3	1 3.1 Disagree 2 6.5 1 4.0	0 0.0 Strongly Disagree 1 4.2 2 7.5 0	Response Total 25 100.0 Item Response Total** 24 100.0 24 100.0 23	No Basis to Judge NA Do Not Know/ No Basis to Judge 1
*53. In my organization, leaders generate high levels of motivation and commitment in the workforce. 54. My organization's leaders maintain high standards of honesty and integrity. *55. Managers/supervisors/team leaders work well with employees of different backgrounds.	% N % N % N	Positive 85.5 Percent Positive 76.6 84.2	14 57.3 Strongly Agree 10 43.5 12 50.7 13 57.6	7 28.2 Agree 8 33.2 8 33.5 7 30.7	3 11.5 Neither Agree nor Disagree 3 12.7 1 4.3 3 11.6	1 3.1 Disagree 2 6.5 1 4.0 0	0 0.0 Strongly Disagree 1 4.2 2 7.5 0 0.0	Response Total 25 100.0 Item Response Total** 24 100.0 24 100.0 23 100.0	No Basis to Judge NA Do Not Know/ No Basis to Judge 1 1
*53. In my organization, leaders generate high levels of motivation and commitment in the workforce. 54. My organization's leaders maintain high standards of honesty and integrity. *55. Managers/supervisors/team leaders work well with employees of different backgrounds. *56. Managers communicate the goals and priorities of the	% N % N % N % N	Positive 85.5 Percent Positive 76.6 84.2 88.4	14 57.3 Strongly Agree 10 43.5 12 50.7 13 57.6	7 28.2 Agree 8 33.2 8 33.5 7 30.7	3 11.5 Neither Agree nor Disagree 3 12.7 1 4.3 3 11.6	1 3.1 Disagree 2 6.5 1 4.0 0 0.0	0 0.0 Strongly Disagree 1 4.2 2 7.5 0 0.0	Response Total 25 100.0 Item Response Total** 24 100.0 24 100.0 23 100.0 25	No Basis to Judge NA Do Not Know/ No Basis to Judge 1 1

Survey Administration Period: April 4, 2012 to May 16, 2012

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		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
58. Managers promote communication among different work units (for	N		12	9	1	2	1	25	0
example, about projects, goals, needed resources).	%	86.2	49.1	37.1	3.1	7.6	3.1	100.0	
59. Managers support collaboration across work units to accomplish	N		13	8	1	1	1	24	1
work objectives.	%	89.4	55.4	34.0	3.3	4.1	3.2	100.0	
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total**	Do Not Know/ No Basis to Judge
60. Overall, how good a job do you feel is being done by the manager	N		14	7	1	1	1	24	1
directly above your immediate supervisor/team leader?	%	88.0	59.6	28.4	4.5	3.3	4.2	100.0	
		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*61. I have a high level of respect for my organization's senior leaders.	N		12	9	2	0	2	25	0
	%	85.0	49.6	35.4	7.9	0.0	7.1	100.0	
62. Senior leaders demonstrate support for Work/Life programs.	N		11	6	0	6	0	23	2
oz. Senior leaders demonstrate support for Work/Life programs.	%	76.5	49.8	26.7	0.0	23.5	0.0	100.0	
		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total	Do Not Know/ No Basis to Judge
*63. How satisfied are you with your involvement in decisions that	N		9	7	4	5	0	25	NA
affect your work?	%	66.1	38.0	28.1	16.4	17.5	0.0	100.0	
*64. How satisfied are you with the information you receive from	N		11	8	3	3	0	25	NA
management on what's going on in your organization?	%	77.4	44.7	32.7	10.6	11.9	0.0	100.0	
*65. How satisfied are you with the recognition you receive for doing a	N		10	3	3	7	2	25	NA
good job?	%	54.0	41.5	12.5	11.6	27.0	7.5	100.0	
*66. How satisfied are you with the policies and practices of your	N		10	5	8	0	2	25	NA
senior leaders?	%	60.7	40.9	19.8	32.2	0.0	7.1	100.0	
*67. How satisfied are you with your opportunity to get a better job in	N		6	3	6	5	5	25	NA
your organization?	%	38.5	26.2	12.4	23.9	18.3	19.2	100.0	
*68. How satisfied are you with the training you receive for your	N		9	7	5	4	0	25	NA
present job?	%	65.1	37.5	27.6	19.0	15.9	0.0	100.0	

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		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total	Do Not Know/ No Basis to Judge
*69. Considering everything, how satisfied are you with your job?	N		12	6	4	1	2	25	NA
09. Considering everything, now satisfied are you with your job:	%	73.7	49.8	24.0	15.5	3.6	7.1	100.0	
*70. Considering eventhing how estisfied are you with your pay?	N		6	11	4	1	3	25	NA
*70. Considering everything, how satisfied are you with your pay?	%	69.1	24.9	44.3	15.4	4.0	11.5	100.0	
71. Considering everything, how satisfied are you with your	N		10	10	3	0	2	25	NA
organization?	%	81.0	41.6	39.4	11.8	0.0	7.1	100.0	

72. Have you been notified that you are eligible to telework? Telework means working at a location other than your normal work site during your regular work hours (excludes travel).

Yes	25	100.0
No	0	0.0
Not sure	0	0.0
Total	25	100.0

73. Please select the response below that BEST describes your current teleworking situation:

	N	%
I telework 3 or more days per week.	0	0.0
I telework 1 or 2 days per week.	0	0.0
I telework, but no more than 1 or 2 days per month.	5	20.6
I telework very infrequently, on an unscheduled or short-term basis.	13	49.6
I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).	0	0.0
I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.	0	0.0
I do not telework because I did not receive approval to do so, even though I have the kind of job where I can telework.	0	0.0
I do not telework because I choose not to telework.	7	29.8
Total	25	100.0

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 Do you participate in the following Work/Life programs? Alternative Work Schedules (AWS) 		N	%
	Yes	1	4.4
	No	8	34.0
	Not available to me	16	61.5
	Total	25	100.0
Do you participate in the following Work/Life programs? Health and Wellness Programs (for example, exercise, medical screening, qui			
smoking programs)		N	%
	Yes	3	14.0
	No	13	56.3
	Not available to me	7	29.6
	Total	23	100.0
Do you participate in the following Work/Life programs? Employee			
Assistance Program (EAP)		N	%
	Yes	5	21.2
	No	18	70.8
	Not available to me	2	8.0
	Total	25	100.0
 Do you participate in the following Work/Life programs? Child Care Programs (for example, daycare, parenting classes, parenting supplied.) 			
groups)		N	%
	Yes	1	4.4
	No	11	44.5
	Not available to me	13	51.1
	Total	25	100.0
 Do you participate in the following Work/Life programs? Elder Care Programs (for example, support groups, speakers))	N	%
· · · · · · · · · · · · · · · · · · ·	Yes	1	4.4
	No	11	44.5
	110		7-7.0
	Not available to me	13	51.1

		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total**	Do Not Know/ No Basis to Judge
79. How satisfied are you with the following Work/Life programs in	N		4	8	2	3	1	18	0
your agency? Telework	%	68.2	24.2	44.0	10.3	16.3	5.2	100.0	
80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	N		1	0	0	0	0	1	0
	%	100.0	100.0	0.0	0.0	0.0	0.0	100.0	
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)	N		1	2	0	0	0	3	2
	%	100.0	35.2	64.8	0.0	0.0	0.0	100.0	
82. How satisfied are you with the following Work/Life programs in	N		2	3	0	0	0	5	0
your agency? Employee Assistance Program (EAP)	%	100.0	42.9	57.1	0.0	0.0	0.0	100.0	
83. How satisfied are you with the following Work/Life programs in	N		1	0	0	0	0	1	0
your agency? Child Care Programs (for example, daycare, parenting classes, parenting support groups)	%	100.0	100.0	0.0	0.0	0.0	0.0	100.0	
84. How satisfied are you with the following Work/Life programs in	N		1	0	0	0	0	1	0
your agency? Elder Care Programs (for example, support groups, speakers)	%	100.0	100.0	0.0	0.0	0.0	0.0	100.0	

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The work/life satisfaction results only include employees who indicated that they participated in the program.

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Office of Personnel Management
Planning and Policy Analysis

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