

## **2007 Annual Employee Survey Results Overseas Private Investment Corporation (OPIC)**

**1. Interpretation of Results:** We are pleased to report that 52 percent of OPIC's employees responded to the survey. The survey results indicate significant strengths as well as areas for continued improvement. The results of the survey reflect that OPIC employees like their work, believe their work is important, and have a feeling of personal accomplishment. The results also show that OPIC needs to continue to focus on improving employee perceptions of effective leadership and performance management.

Highlights of the survey are:

- 92% of employees\* believe the physical conditions of their workspace allow them to perform their jobs well
- 91% of employees feel protected from health and safety hazards on the job
- 89% of employees know how their work is related to the agency's goals and priorities
- 88% of employees like the kind of work they do (up 2% from the 2002 survey)
- 87% of employees are satisfied that their supervisor supports their need to balance work and family issues
- 85% of employees believe their work is important
- 84 % of employees feel that the agency has done a good job in preparing employees for potential security threats
- 81% of employees believe people they work with cooperate to get the job done
- 77% percent stated that the work they do gives them a feeling of personal accomplishment
- 72% of employees answered positively that they were satisfied with their job at OPIC
- 70% responded positively to the statement that "Managers/supervisors/team leaders work well with employees of different backgrounds."

Areas that need continued focus:

- 48% of employees feel that differences in performance are recognized in a meaningful way
- 45% of employees have trust and confidence in their supervisor
- 45% of employees feel leaders generate high levels of motivation and commitment in the workforce
- 42% of employees believe steps are taken to deal with a poor performer who cannot or will not improve
- 42% of employees stated that leaders generate high levels of motivation and commitment from the workforce

(\* of employee respondents)

**2. How the survey was conducted:** The survey was conducted online from December 7, 2007 through December 31, 2007.

**3. Description of sample:** All full-time permanent OPIC employees were surveyed.

**4. Survey items and response choices:** See the tables on the following pages

**5. Number of employees surveyed, number responded, and representativeness of respondents:** Of the 186 employees surveyed, 96 responded, for a 52 percent response rate.

The complete results of the 2007 Annual Employee Survey are found below:

Personal Work Experiences								
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do not Know	Total
(01) The people I work with cooperate to get the job done.	Frequency	23	55	12	5	1		96
	Percentage	24%	57.3%	12.5%	5.2%	1.0%		100%
(02) I am given a real opportunity to improve my skills in my organization.	Frequency	18	38	26	9	5		96
	Percentage	18.8%	39.6%	18.6%	13.4%	4.9%		100%
(03) My work gives me a feeling of personal accomplishment.	Frequency	23	51	11	6	5		96
	Percentage	24.0%	53.1%	11.5%	6.3%	5.2%		100%
(04) I like the kind of work I do.	Frequency	31	54	8	3	0		96
	Percentage	32.3%	56.3%	8.3%	3.1%	0%		100%
(05) I have trust and confidence in my supervisor.	Frequency	37	25	17	11	6		96
	Percentage	38.5%	26.0%	17.7%	11.5%	6.3%		100%
(06) Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	Frequency	42	21	23	5	5		96
	Percentage	43.8%	21.9%	24.0%	5.2%	5.2%		100%
Recruitment, Development, & Retention								
(07) The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	Frequency	17	59	10	7	1	2	96
	Percentage	17.7%	61.5%	10.4%	7.3%	1.0	2.1%	100%
(08) My work unit is able to recruit people with the right skills.	Frequency	13	45	18	11	7	2	96
	Percentage	13.5%	46.9%	18.8%	11.5%	7.3%	2.1%	100.0%
(09) I know how my work relates to the agency's goals and priorities	Frequency	33	52	3	5	2	1	96
	Percentage	34.4%	54.2%	3.1%	5.2%	2.1%	1.0%	100.0%
(10) The work I do is important.	Frequency	37	45	9	4	1	0	96
	Percentage	38.5%	46.9%	9.4%	4.2%	1.0%	0%	100.0%
(11) Physical conditions allow employees to perform their jobs well.	Frequency	50	38	6	2	0	0	96
	Percentage	52.1%	39.6%	6.3%	2.1%	0.0%	0.0%	100.0%
(12) Supervisors/team leaders in my work unit support employee development.	Frequency	22	38	19	10	7	0	96
	Percentage	22.9%	39.6%	19.8%	10.4%	7.3%	0.0%	100.0%
(13) My talents are used well in the workplace.	Frequency	19	42	17	11	7	0	96
	Percentage	19.8%	43.8%	17.7%	11.5%	7.3%	0.0%	100.0%
(14) My training needs are assessed.	Frequency	12	36	18	25	5	0	96
	Percentage	12.5%	37.5%	18.8%	26.0%	5.2%	0.0%	100.0%
Performance Culture								
(15) Promotions in my work unit are based on merit.	Frequency	14	38	15	12	7	10	96
	Percentage	14.6%	39.6%	15.6%	12.5%	7.3%	10.4%	100.0%
(16) In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	Frequency	4	36	20	12	6	18	96
	Percentage	4.2%	37.5%	20.8%	12.5%	6.3%	18.8%	100.0%
(17) Creativity and innovation are rewarded.	Frequency	11	39	24	12	7	3	96
	Percentage	11.5%	40.6%	25.0%	12.5%	7.3%	3.1%	100.0%

<b>(18) In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels.</b>	Frequency	22	41	11	11	7	4	96
	Percentage	22.9%	42.7%	11.5%	11.5%	7.3%	4.2%	100.0%
<b>(19) In my work unit, differences in performance are recognized in a meaningful way.</b>	Frequency	7	39	17	15	6	12	96
	Percentage	7.3%	40.6%	17.7%	15.6%	6.3%	12.5%	100.0%
<b>(20) Pay raises depend on how well employees perform their jobs.</b>	Frequency	7	36	20	13	9	11	96
	Percentage	7.3%	37.5%	20.8%	13.5%	9.4%	11.5%	100.0%
<b>(21) My performance appraisal is a fair reflection of my performance.</b>	Frequency	29	42	9	7	5	4	96
	Percentage	30.2%	43.8%	9.4%	7.3%	5.2%	4.2%	100.0%
<b>(22) Discussions with my supervisor/team leader about my performance are worthwhile.</b>	Frequency	25	33	14	12	8	4	96
	Percentage	26.0%	34.4%	14.6%	12.5%	8.3%	4.2%	100.0%
<b>(23) Managers/supervisors/team leaders work well with employees of different backgrounds.</b>	Frequency	21	46	17	5	0	7	96
	Percentage	21.9%	47.9%	17.7%	5.2%	0.0%	7.3%	100.0%
<b>(24) My supervisor supports my need to balance work and family issues.</b>	Frequency	45	38	7	5	1	0	96
	Percentage	46.9%	39.6%	7.3%	5.2%	1.0%	0.0%	100.0%
<b>Leadership</b>								
<b>(25) I have a high level of respect for my organization's senior leaders.</b>	Frequency	17	42	20	7	8	2	96
	Percentage	17.73%	43.8%	20.8%	7.3%	8.3%	2.1%	100.0%
<b>(26) In my organization, leaders generate high levels of motivation and commitment in the workforce.</b>	Frequency	6	37	29	15	6	3	96
	Percentage	6.3%	38.5%	30.2%	15.8%	6.3%	3.1%	100.0%
<b>(27) Managers review and evaluate the organization's progress toward meeting its goals and objectives.</b>	Frequency	13	53	14	10	1	5	96
	Percentage	13.5%	55.2%	14.6%	10.4%	1.0%	5.2%	100.0%
<b>(28) Employees are protected from health and safety hazards on the job.</b>	Frequency	42	45	5	1	1	2	96
	Percentage	43.8%	46.9%	5.2%	1.0%	1.0%	2.1%	100.0%
<b>(29) Employees have a feeling of personal empowerment with respect to work processes.</b>	Frequency	9	41	19	13	5	9	96
	Percentage	9.4%	42.7%	19.8%	13.57%	5.2%	9.4%	100.0%
<b>(30) My workload is reasonable.</b>	Frequency	9	56	12	13	5	1	96
	Percentage	9.4%	58.3%	12.5%	13.5%	5.2%	1.0%	100.0%
<b>(31) Managers communicate the goals and priorities of the organization.</b>	Frequency	14	55	17	7	2	1	96
	Percentage	14.6%	57.3%	17.7%	7.3%	2.1%	1.0%	100.0%

<b>(32) My organization has prepared employees for potential security threats.</b>	Frequency	27	54	7	6	0	2	96
	Percentage	28.1%	56.3%	7.3%	6.3%	0.0%	2.1%	100.0%
<b>Job Satisfaction</b>								
<b>(33) How satisfied are you with the information you receive from management on what's going on in your organization?</b>	Frequency	14	50	16	12	4	0	96
	Percentage	14.6%	52.1%	16.7%	12.5%	4.2	0.0%	100.0%
<b>(34) How satisfied are you with your involvement in decisions that affect your work?</b>	Frequency	13	40	15	25	3	-	96
	Percentage	13.5%	41.7%	15.6%	26.0%	3.1%	-	100.0%
<b>(35) How satisfied are you with your opportunity to get a better job in your organization?</b>	Frequency	8	21	41	15	11	-	2931
	Percentage	8.3%	21.9%	42.7%	15.6%	11.5%	3.0%	100.0%
<b>(36) How satisfied are you with the recognition you receive for doing a good job?</b>	Frequency	26	33	16	16	5	-	96
	Percentage	27.1%	34.4%	16.7%	16.7%	5.2%	-	100.0%
<b>(37) How satisfied are you with the policies and practices of your senior leaders?</b>	Frequency	8	41	31	9	7	-	96
	Percentage	8.3%	42.7%	32.3%	9.4%	7.3%	-	100.0%
<b>(38) How satisfied are you with the training you receive for your present job?</b>	Frequency	11	34	30	14	7	-	96
	Percentage	11.5 %	35.4%	31.3%	14.6%	7.3%	-	100.0%
<b>(39) Considering everything, how satisfied are you with your job?</b>	Frequency	24	45	14	12	1	-	96
	Percentage	25.0%	46.9%	14.6%	12.5%	1.0%	-	100.0%
<b>(40) Considering everything, how satisfied are you with your pay?</b>	Frequency	15	36	20	15	10	-	96
	Percentage	15.6%	37.5%	20.8%	15.6%	10.45	-	100.0%