

National Mediation Board



2007 Annual Employee Survey Results

The National Mediation Board (NMB) conducted the annual human capital survey in accordance with the National Defense Authorization Act of 2004 between October 17, 2007 and November 16, 2007. All of the agency's 49 employees were asked to participate in the on-line survey. During the survey period, twenty-three employees completed the survey which resulted in a forty-seven percent response rate compared to seventy-four percent participation in 2006. The 2007 survey consisted of the forty standard questions required by the Office of Personnel Management.

The impact of reduced staff resources are seen in these survey results. Of the 40 questions in the survey, 20 show a higher percentage of neutral or negative responses, and 20 show either no statistically significant change or an improvement in the rate of positive responses.

The questions that show a decline in responses tend to be ones that are tied to resources and rewards. For example, questions that address training and development resources went down sharply: perceptions of training opportunities decreased by 17 percent in questions 2 and 12, and by over 30 percent in question 14.

The questions that show an improvement in responses tend to be ones that are tied to fairness and trust in supervision. For example, positive responses to trust and confidence in supervisors were up (question 5) and responses involving promotions and evaluations had higher positive responses (questions 15 and 18). Remarkably, managers have been able to communicate the agency's mission and goals to employees to an extent that 100 percent of respondents said they knew how their work relates to the agency's goals and priorities (question 9).

There are obviously areas in which the agency needs to improve, and in which more stable funding would mitigate negative responses, but overall there are many indicators in the survey that the National Mediation Board has been successful in addressing workplace issues. Management will continue working with the staff to find ways to improve all of the results for the future.

2007 Annual Employee Survey



Survey Sent: 49

Survey Returned: 23

Response Rate: 47%

		Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total	
Personal Work Experiences								
1	<i>The people I work with cooperate to get the job done.</i>							
	Frequencies	8	12	1	1	1	23	
	Percentages	35.0%	52.0%	4.0%	4.0%	4.0%	99.0%	
2	<i>I am given a real opportunity to improve my skills in my organization.</i>							
	Frequencies	7	7	3	4	2	23	
	Percentages	30.0%	30.0%	13.0%	17.0%	9.0%	99.0%	
3	<i>My work gives me a feeling of personal accomplishment.</i>							
	Frequencies	7	11	2	2	1	23	
	Percentages	30.0%	48.0%	9.0%	9.0%	4.0%	100.0%	
4	<i>I like the kind of work I do.</i>							
	Frequencies	11	9	1	1	1	23	
	Percentages	48.0%	39.0%	4.0%	4.0%	4.0%	99.0%	
5	<i>I have trust and confidence in my supervisor.</i>							
	Frequencies	5	11	1	4	2	23	
	Percentages	22.0%	48.0%	4.0%	17.0%	9.0%	100.0%	
		Very Good	Good	Fair	Poor	Very Poor	Total	
6	<i>Overall, how good a job do you feel is being done by your immediate supervisor/team leader?</i>							
	Frequencies	6	9	2	5	1	23	
	Percentages	26.0%	39.0%	9.0%	22.0%	4.0%	100.0%	
		Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Don't Know	Total
Recruitment, Development, and Retention								
7	<i>The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals</i>							
	Frequencies	5	14	3	0	1	0	23
	Percentages	22.0%	61.0%	13.0%	0.0%	4.0%	0.0%	100.0%
8	<i>My work unit is able to recruit people with the right skills</i>							
	Frequencies	6	13	3	0	1	0	23
	Percentages	26.0%	57.0%	13.0%	0.0%	4.0%	0.0%	100.0%
9	<i>I know how my work relates to the agency's goals and priorities.</i>							
	Frequencies	11	12	0	0	0	0	23
	Percentages	48.0%	52.0%	0.0%	0.0%	0.0%	0.0%	100.0%
10	<i>The work I do is important.</i>							
	Frequencies	12	10	0	1	0	0	23
	Percentages	52.0%	43.0%	0.0%	4.0%	0.0%	0.0%	99.0%
11	<i>Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.</i>							
	Frequencies	9	12	0	0	1	1	23
	Percentages	39.0%	52.0%	0.0%	0.0%	4.0%	4.0%	95.0%

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Supervisors/team leaders in my work unit support employee development.								
12	Frequencies	5	10	2	3	3	0	23
	Percentages	22.0%	43.0%	9.0%	13.0%	13.0%	0.0%	100.0%
My talents are used well in the workplace.								
13	Frequencies	6	7	4	3	3	0	23
	Percentages	26.0%	30.0%	17.0%	13.0%	13.0%	0.0%	99.0%
My training needs are assessed.								
14	Frequencies	3	7	5	6	2	0	23
	Percentages	13.0%	30.0%	22.0%	26.0%	9.0%	0.0%	100.0%
Performance Culture								
15 Promotions in my work unit are based on merit.								
	Frequencies	4	7	4	3	3	2	23
	Percentages	17.0%	30.0%	17.0%	13.0%	13.0%	9.0%	90.0%
16 In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.								
	Frequencies	4	7	3	3	3	3	23
	Percentages	17.0%	30.0%	13.0%	13.0%	13.0%	13.0%	86.0%
17 Creativity and innovation are rewarded.								
	Frequencies	2	11	3	4	3	0	23
	Percentages	9.0%	48.0%	13.0%	17.0%	13.0%	0.0%	100.0%
18 In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (e.g., Fully Successful, Outstanding)								
	Frequencies	4	10	3	1	2	3	23
	Percentages	17.0%	43.0%	13.0%	4.0%	9.0%	13.0%	86.0%
19 In my work unit, differences in performance are recognized in a meaningful way.								
	Frequencies	3	11	2	2	3	2	23
	Percentages	13.0%	48.0%	9.0%	9.0%	13.0%	9.0%	92.0%
20 Pay raises, depend on how well employees perform their jobs.								
	Frequencies	2	7	4	5	2	3	23
	Percentages	9.0%	30.0%	17.0%	25.0%	9.0%	13.0%	90.0%
21 My performance appraisal is a fair reflection of my performance.								
	Frequencies	4	11	3	1	1	3	23
	Percentages	17.0%	48.0%	13.0%	4.0%	4.0%	13.0%	86.0%
22 Discussions with my supervisor/team leader about my performance are worthwhile.								
	Frequencies	4	8	4	5	2	0	23
	Percentages	17.0%	35.0%	17.0%	22.0%	9.0%	0.0%	100.0%
23 Managers/supervisors/team leaders work well with employees of different backgrounds								
	Frequencies	4	10	4	2	2	1	23
	Percentages	17.0%	43.0%	17.0%	9.0%	9.0%	4.0%	95.0%

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24 My supervisor supports my need to balance work and family issues.

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Don't Know	Total
Frequencies	6	9	3	3	1	1	23
Percentages	26.0%	39.0%	13.0%	13.0%	4.0%	4.0%	95.0%

Leadership

25 I have a high level of respect for my organization's senior leaders.

Frequencies	6	6	5	4	2	0	23
Percentages	26.0%	26.0%	22.0%	17.0%	9.0%	0.0%	100.0%

26 In my organization, leaders generate high levels of motivation and commitment in the workforce

Frequencies	4	6	4	5	3	1	23
Percentages	17.0%	26.0%	17.0%	22.0%	13.0%	4.0%	99.0%

27 Managers review and evaluate the organization's progress toward meeting its goals and objectives.

Frequencies	3	11	5	1	0	3	23
Percentages	13.0%	48.0%	22.0%	4.0%	0.0%	13.0%	100.0%

28 Employees are protected from health and safety hazards on the job.

Frequencies	9	12	1	0	0	1	23
Percentages	39.0%	52.0%	4.0%	0.0%	0.0%	4.0%	99.0%

29 Employees have a feeling of personal empowerment with respect to work processes.

Frequencies	3	8	5	2	3	2	23
Percentages	13.0%	35.0%	22.0%	9.0%	13.0%	9.0%	101.0%

30 My workload is reasonable.

Frequencies	4	16	2	0	1	0	23
Percentages	17.0%	70.0%	9.0%	0.0%	4.0%	0.0%	100.0%

31 Managers communicate the goals and priorities of the organization.

Frequencies	3	12	4	2	2	0	23
Percentages	13.0%	52.0%	17.0%	9.0%	9.0%	0.0%	100.0%

32 My organization has prepared employees for potential security threats.

Frequencies	3	7	7	6	0	0	23
Percentages	13.0%	30.0%	30.0%	26.0%	0.0%	0.0%	99.0%

Neither Satisfied Nor Satisfied

	Very Satisfied	Satisfied	Neither Satisfied Nor Satisfied	Dissatisfied	Very Dissatisfied	Total
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Job Satisfaction

33 receive from management on what's going on in your organization?

Frequencies	3	10	3	4	3	23
Percentages	13.0%	43.0%	13.0%	17.0%	13.0%	99.0%

34 How satisfied are you with your involvement in decisions that affect your work?

2007 Frequencies	4	9	3	4	3	23
2006 Percentages	17.0%	39.0%	13.0%	17.0%	13.0%	99.0%

35 How satisfied are you with your opportunity to get a better job in your organization?

2007 Frequencies	2	6	5	6	4	23
2006 Percentages	9.0%	26.0%	22.0%	26.0%	17.0%	100.0%

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	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Satisfied Nor Dissatisfied</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Total</i>
<i>36 How satisfied are you with the recognition you receive for doing a good job?</i>						
2007 Frequencies	5	7	4	5	2	23
2006 Percentages	22.0%	30.0%	17.0%	22.0%	9.0%	100.0%
<i>37 How satisfied are you with the policies and practices of your senior leaders?</i>						
2007 Frequencies	3	9	4	4	3	23
2006 Percentages	13.0%	39.0%	17.0%	17.0%	13.0%	99.0%
<i>38 How satisfied are you with the training you receive for your present job?</i>						
2007 Frequencies	2	11	2	7	1	23
2006 Percentages	9.0%	48.0%	9.0%	30.0%	4.0%	100.0%
<i>39 Considering everything, how satisfied are you with your job?</i>						
2007 Frequencies	6	9	3	3	2	23
2006 Percentages	26.0%	39.0%	13.0%	13.0%	9.0%	100.0%
<i>40 Considering everything, how satisfied are you with your pay?</i>						
2007 Frequencies	2	9	5	6	1	23
2006 Percentages	9.0%	39.0%	22.0%	26.0%	4.0%	100.0%

Supervisory Status

	<i>Population</i>	<i>Respondents</i>
Non-supervisor	71%	31%
Team Leader	0%	0%
Supervisor	12%	17%
Manager	8%	75%
Executive	8%	0%

Supervisory Status

Male	37%	39%
Female	63%	32%

Are you: Hispanic or Latino

Yes	0%	0%
No	100%	31%

Racial Category

White	63%	26%
Black or African-American	37%	33%
Native Hawaiian or Other Pacific Islander		0%
Asian	0%	0%
American Indian or Alaska Native	0%	0%
Two or more races (not Hispanic or Latino)	0%	0%

Sub-Agency

Office of Administration	14%	14%
Office of Alternative Dispute Resolution Services	14%	14%
Office of Arbitration Services	12%	33%
Office of the Board	10%	0%
Office of Mediation Services	26%	36%
Office of Legal Affairs	20%	20%