

# **2007 DOJ Annual Employee Survey Analysis and Results**

**March 3, 2008**

# Employee Satisfaction Surveys

- ***DOJ uses the following sources to assess and gauge employee satisfaction:***
  - ◆ Federal Human Capital Survey (FHCS) 2002, 2004, 2006, 2008
  - ◆ DOJ Annual Employee Survey (AES) 2007, 2009
  - ◆ *Best Places to Work* rankings 2007, 2009  
(Rankings based on FHCS results)
- ***Sources focus on ten areas of interest:***
  - ◆ Employee Skills/Mission Match
  - ◆ Strategic Management
  - ◆ Teamwork
  - ◆ Effective Leadership
  - ◆ Performance Based Rewards & Advancements
  - ◆ Training & Development
  - ◆ Support for Diversity
  - ◆ Pay & Benefits
  - ◆ Family Friendly Culture & Benefits
  - ◆ Work/Life Balance

# DOJ Annual Employee Survey

- **DOJ Annual Employee Survey**
  - ◆ Conducted in the off years of the FHCS (e.g., 2007)
  - ◆ Required by legislation
  - ◆ 2007 Participants
    - Random sample of 7,874 DOJ employees
    - DOJ-wide response rate: 56 percent (4,409 of 7,874)
    - Five components: ATF, BOP, CIV, JMD and OJP requested an expanded sample

# Analysis of DOJ Results

- **Analysis Considerations**
  - ◆ Many of the FHCS items are not included in the DOJ survey
  - ◆ Approximately 58 percent (10,939) of the DOJ FHCS sample population was not covered in the DOJ AES
  - ◆ Varying results between the FHCS and DOJ Survey may be attributed to survey items and sample size differences
- **2007 DOJ Survey results are consistent with the 2006 DOJ FHCS results**
- **Positive Results**
  - ◆ Employees believe the work they do is important
  - ◆ Employees understand relationship between their work and the DOJ mission
- **Areas of Concern to Employees**
  - ◆ Leadership and Communication
  - ◆ Performance Culture
  - ◆ Learning and Development

# Analysis of 10 Areas of Interest

DOJ AES Average Scores			
Category	2006 FHCS	2007 DOJ AES	
<b>Overall Index Score</b>	<b>69.0</b>	*	
Employee Skills/Mission Match	80.0	↑	81.7
Teamwork	70.1	↑	73.5
Work/Life Balance	62.0	↑	71.3
Pay and Benefits	63.7	↑	65.1
Strategic Management	57.6	↑	63.9
Support for Diversity	58.9	↓	56.2
Effective Leadership	52.1	↑	52.5
Training and Development	62.1	↓	51.3
Performance Based Rewards and Advancement	45.1	↓	43.9
Family Friendly Culture and Benefits	38.8	n/a	

\* No index score available

# How Does DOJ Compare?

Question	2006 FHCS (DOJ)	2006 FHCS (Federal)	2007 DOJ AES
<b>Five Most Positive Responses</b>	% Positive	% Positive	% Positive
The work I do is important.	91.5	89.5	↓ 91.1
I know how my work relates to the agency's goals and priorities.	86.0	84.1	↑ 87.6
I like the kind of work I do.	84.4	83.6	↑ 87.1
The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	76.0	74.6	↑ 80.9
Considering everything, how satisfied are you with your job?	74.4	68.1	↑ 77.4
<b>Five Most Negative Responses</b>	% Negative	% Negative	% Negative
How satisfied are you with the recognition you receive for doing a good job?	26.8	25.9	↑ 38.5
How satisfied are you with your opportunity to get a better job in your organization?	29.6	32.5	↑ 31.6
In my organization, leaders generate high levels of motivation and commitment in the workplace.	30.3	32.4	30.3
Creativity and innovation are rewarded.	30.1	27.5	↓ 29.0
How satisfied are you with the information you receive from management about what's going on in your organization?	27.6	28.5	↓ 26.0

# Recommended Actions

- **KEY AREAS AND ACTIONS**

- ◆ **Leadership and Communication** (*Human Capital Executive Committee*)

- Share DOJ AES results with all employees
- Identify and share best practices

- ◆ **Performance Culture**

- Conduct best practices meetings with DOJ Components to develop tools and recommendations for creating a stronger performance culture

- ◆ **Learning/Knowledge Management**

- Effectively market the DOJ Learning Management System (LMS)
- Encourage use of electronic IDP functionality within the DOJ LMS
- Encourage use of DOJ Component LMS (ATF, BOP, DEA, FBI)

- **ONGOING MONITORING**

- ◆ Implement and monitor the results of the actions outlined in DOJ Component 2006 FHCS Action Plans, and actions to address Annual Survey