

Commodity Futures Trading Commission

Annual Employee Survey Results for 2007

- 1. Evaluation of Results:** When compared to the 2006 survey results, the rate of positive employee responses (i.e., total percent giving the two most positive answers) in 2007 increased for all but one of the Annual Employee Survey (AES) questions. Specific increases in positive results highlight the value of the considerable time and effort that managers and employees devoted to providing input on the development of a new performance management and performance-based pay system over the year since the administration of the last survey. For example, responses to the first six questions on Personal Work Experiences show this to be an area of agency strength (defined by the survey administrators at OPM as over 65% positive responses). Employee responses also suggest that agency efforts to design the new compensation system around improved communication of goals and accountability for results are off to a strong start: question 18 indicates a clear sense of performance standards, as do the double-digit increases in positive responses regarding communication of goals (question 31) and the correlation of job performance to pay raises (question 20). While no areas reached the OPM threshold for needing the most urgent attention (i.e., greater than 35% unfavorable responses), some responses do show that despite this year's progress, the agency must continue its efforts to capitalize on this strong beginning for the pay system: questions 19 and 20 both still have negative responses of about 30%, despite large increases in positives, while question 34 results show an equally strong desire for continued improvement in two-way communications. In sum, however, the enhanced strength shown in the summary responses about overall job and pay satisfaction (questions 39 and 40) indicate the presence of a good foundation for strong agency performance while we continue pursuing these improvements.
- 2. How the survey was conducted:** The survey was conducted online from June 5, 2007 through June 26, 2007.
- 3. Description of employee sample:** All employees were surveyed and over 82% participated.
- 4. Survey items and response choices:** As shown in the following tables, survey items and response choices were administered by OPM in accordance with that agency's regulations (5 CFR Part 250) and were shared with the Commission only in this summary statistical form, to assure the confidentiality of responses. OPM issued individual email survey invitations and passwords so that it could assure there was only one response per employee.
- 5. Survey results:** See the tables below, which show the number and percentage of responses for each question and each choice, plus the percentage of positive responses for the 2006 and 2007 surveys.

**2007 Annual Employee Survey Results for
Commodity Futures Trading Commission
All Respondents**

Surveys Sent: 440

Surveys Returned: 362

Response Rate: 82%

Prescribed Questions: Personal Work Experiences								
Item Text	Row Totals	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	2006 Positive Responses	2007 Positive Responses
1. The people I work with cooperate to get the job done.	362	105	195	34	19	9	81.1%	82.9% (up 1.8%)
	100%	29.0%	53.9%	9.4%	5.2%	2.5%		
2. I am given a real opportunity to improve my skills in my organization.	360	62	170	54	52	22	56.9%	64.4% (up 7.5%)
	100%	17.2%	47.2%	15.0%	14.4%	6.1%		
3. My work gives me a feeling of personal accomplishment.	361	82	177	54	26	22	61.6%	71.7% (up 10.1%)
	100%	22.7%	49.0%	15.0%	7.2%	6.1%		
4. I like the kind of work I do.	359	101	183	48	15	12	75.3%	79.1% (up 3.8%)
	100%	28.1%	51.0%	13.4%	4.2%	3.3%		
5. I have trust and confidence in my supervisor.	360	117	131	62	26	24	65.4%	68.9% (up 3.5%)
	100%	32.5%	36.4%	17.2%	7.2%	6.7%		
Item Text		Very Good	Good	Fair	Poor	Very Poor		
6. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	359	137	119	68	19	16	72.7%	71.3% (down 1.4%)
	100%	38.2%	33.1%	18.9%	5.3%	4.5%		

Prescribed Questions: Recruitment, Development & Retention									
Item Text	Row Totals	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	2006 Positive Responses	2007 Positive Responses
7. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	362	74	191	47	32	10	8	69.9%	73.2% (up 3.3%)
	100%	20.4%	52.8%	13.0%	8.8%	2.8%	2.2%		
8. My work unit is able to recruit people with the right skills.	361	41	130	80	53	28	29	43.5%	47.4% (up 3.9%)
	100%	11.4%	36.0%	22.2%	14.7%	7.8%	8.0%		
9. I know how my work relates to the agency's goals and priorities.	361	139	161	27	18	13	3	81.0%	83.1% (up 2.1%)
	100%	38.5%	44.6%	7.5%	5.0%	3.6%	0.8%		
10. The work I do is important.	361	141	152	43	10	11	4	80.0%	81.2% (up 1.2%)
	100%	39.1%	42.1%	11.9%	2.8%	3.0%	1.1%		
11. Physical conditions (for example, noise, temperature, lighting, cleanliness) allow employees to perform their jobs well.	362	175	145	16	14	11	1	85.9%	88.4% (up 2.5%)
	100%	48.3%	40.1%	4.4%	3.9%	3.0%	0.3%		
12. Supervisors/team leaders in my work unit support employee development.	360	99	148	55	27	26	5	61.4%	68.6% (up 7.2%)
	100%	27.5%	41.1%	15.3%	7.5%	7.2%	1.4%		
13. My talents are used well in the workplace.	360	82	145	49	48	31	5	53.1%	63.1% (up 10.0%)
	100%	22.8%	40.3%	13.6%	13.3%	8.6%	1.4%		
14. My training needs are assessed.	360	45	129	80	74	25	7	39.2%	48.3% (up 9.1%)
	100%	12.5%	35.8%	22.2%	20.6%	6.9%	1.9%		

Prescribed Questions: Performance Culture									
Item Text	Row Totals	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	2006 Positive Responses	2007 Positive Responses
15. Promotions in my work unit are based on merit.	361	38	105	84	56	53	25	32.0%	39.6% (up 7.6%)
	100%	10.5%	29.1%	23.3%	15.5%	14.7%	6.9%		
16. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	361	30	87	105	53	37	49	29.1%	32.4% (up 3.3%)
	100%	8.3%	24.1%	29.1%	14.7%	10.2%	13.6%		
17. Creativity and innovation are rewarded.	359	36	113	91	64	43	12	29.2%	41.5% (up 12.3%)
	100%	10.0%	31.5%	25.3%	17.8%	12.0%	3.3%		
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	No Basis to Judge		
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).	360	71	163	51	35	22	18	N/A - new question in 2007	65.0%
	100%	19.7%	45.3%	14.2%	9.7%	6.1%	5.0%		
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know		
19. In my work unit, differences in performance are recognized in a meaningful way.	358	21	98	88	74	40	37	24.9%	33.3% (up 8.4%)
	100%	5.9%	27.4%	24.6%	20.7%	11.2%	10.3%		
20. Pay raises depend on how well employees perform their jobs.	361	26	102	93	65	41	34	21.4%	35.5% (up 14.1%)
	100%	7.2%	28.3%	25.8%	18.0%	11.4%	9.4%		
21. My performance appraisal is a fair reflection of my performance.	360	71	173	60	29	19	8	66.0%	67.8% (up 1.8%)
	100%	19.7%	48.1%	16.7%	8.1%	5.3%	2.2%		
22. Discussions with my supervisor/ team leader about my performance are worthwhile.	360	71	164	61	34	24	6	59.2%	65.3% (up 6.1%)
	100%	19.7%	45.6%	16.9%	9.4%	6.7%	1.7%		
23. Managers/supervisors/team leaders work well with employees of different backgrounds.	361	73	159	61	24	22	22	59.8%	64.2% (up 4.4%)
	100%	20.2%	44.0%	16.9%	6.6%	6.1%	6.1%		
24. My supervisor supports my need to balance work and family issues.	358	169	138	29	5	12	5	83.8%	85.7% (up 1.9%)
	100%	47.2%	38.5%	8.1%	1.4%	3.4%	1.4%		

Prescribed Questions: Leadership									
Item Text	Row Totals	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	2006 Positive Responses	2007 Positive Responses
25. I have a high level of respect for my organization's senior leaders.	360	65	134	76	47	37	1	47.5%	55.3% (up 7.8%)
	100%	18.1%	37.2%	21.1%	13.1%	10.3%	0.3%		
26. In my organization, leaders generate high levels of motivation and commitment in the workforce.	361	42	109	96	69	40	5	34.2%	41.8% (up 7.6%)
	100%	11.6%	30.2%	26.6%	19.1%	11.1%	1.4%		
27. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	359	36	136	99	26	21	41	41.7%	47.9% (up 6.2%)
	100%	10.0%	37.9%	27.6%	7.2%	5.8%	11.4%		
28. Employees are protected from health and safety hazards on the job.	360	122	191	24	8	6	9	85.3%	87.0% (up 1.7%)
	100%	33.9%	53.1%	6.7%	2.2%	1.7%	2.5%		
29. Employees have a feeling of personal empowerment and ownership of work processes.	361	31	124	89	66	35	16	34.0%	42.9% (up 8.9%)
	100%	8.6%	34.3%	24.7%	18.3%	9.7%	4.4%		
30. My workload is reasonable.	359	57	213	42	28	18	1	68.1%	75.2% (up 7.1%)
	100%	15.9%	59.3%	11.7%	7.8%	5.0%	0.3%		
31. Managers communicate the goals and priorities of the organization.	361	40	173	72	49	20	7	46.9%	59.0% (up 12.1%)
	100%	11.1%	47.9%	19.9%	13.6%	5.5%	1.9%		
32. My organization has prepared employees for potential security threats.	361	69	194	55	18	12	13	72.3%	72.8% (up 0.5%)
	100%	19.1%	53.7%	15.2%	5.0%	3.3%	3.6%		

Prescribed Questions: Job Satisfaction								
Item Text	Row Totals	Very Satisfied	Satisfied	Neither	Dis-satisfied	Very Dis-satisfied	2006 Positive Responses	2007 Positive Responses
33. How satisfied are you with the information you receive from management on what's going on in your organization?	357	27	151	88	60	31	41.2%	49.9% (up 8.7%)
	100%	7.6%	42.3%	24.6%	16.8%	8.7%		
34. How satisfied are you with your involvement in decisions that affect your work?	357	30	139	80	73	35	44.1%	47.3% (up 3.2%)
	100%	8.4%	38.9%	22.4%	20.4%	9.8%		
35. How satisfied are you with your opportunity to get a better job in your organization?	357	27	90	116	69	55	26.7%	32.8% (up 6.1%)
	100%	7.6%	25.2%	32.5%	19.3%	15.4%		
36. How satisfied are you with the recognition you receive for doing a good job?	357	40	147	78	54	38	47.9%	52.4% (up 4.5%)
	100%	11.2%	41.2%	21.8%	15.1%	10.6%		
37. How satisfied are you with the policies and practices of your senior leaders?	357	30	125	101	62	39	34.5%	43.4% (up 8.9%)
	100%	8.4%	35.0%	28.3%	17.4%	10.9%		
38. How satisfied are you with the training you receive for your present job?	356	35	137	109	46	29	44.8%	48.3% (up 3.5%)
	100%	9.8%	38.5%	30.6%	12.9%	8.1%		
39. Considering everything, how satisfied are you with your job?	357	66	184	64	21	22	63.8%	70.0% (up 6.2%)
	100%	18.5%	51.5%	17.9%	5.9%	6.2%		
40. Considering everything, how satisfied are you with your pay?	357	97	165	61	18	16	70.6%	73.4% (up 2.8%)
	100%	27.2%	46.2%	17.1%	5.0%	4.5%		