

2007 Annual Employee Survey
Small Business Administration Trend Report
Number of Surveys Returned: 1758

This is a summary-by-question for each department's/agency's/subagency's response to the 2007 Annual Employee Survey compared to the 2006, 2004 and 2002 Federal Human Capital Survey results. This summary displays results by Positive, Neutral, Negative, and Don't Know

(1) The people I work with cooperate to get the job done.

	Positive	Neutral	Negative	Don't Know
2007 Small Business Administration	81.3%	8.7%	9.9%	
2006 Small Business Administration	80.4%	9.6%	10.0%	
2004 Small Business Administration	84.6%	8.3%	7.1%	
2002 Small Business Administration	79.7%	11.3%	9.0%	

(2) I am given a real opportunity to improve my skills in my organization.

	Positive	Neutral	Negative	Don't Know
2007 Small Business Administration	56.3%	20.7%	23.1%	
2006 Small Business Administration	45.4%	22.1%	32.5%	
2004 Small Business Administration	46.3%	23.2%	30.5%	
2002 Small Business Administration	47.7%	25.0%	27.3%	

(3) My work gives me a feeling of personal accomplishment.

	Positive	Neutral	Negative	Don't Know
2007 Small Business Administration	75.5%	11.7%	12.8%	
2006 Small Business Administration	67.6%	15.6%	16.8%	
2004 Small Business Administration	68.4%	14.9%	16.7%	
2002 Small Business Administration	70.0%	15.8%	14.2%	

(4) I like the kind of work I do.

	Positive	Neutral	Negative	Don't Know
2007 Small Business Administration	82.4%	10.7%	6.9%	
2006 Small Business Administration	79.7%	13.4%	6.9%	
2004 Small Business Administration	79.9%	13.0%	7.1%	
2002 Small Business Administration	79.8%	12.6%	7.6%	

(5) I have trust and confidence in my supervisor

	Positive	Neutral	Negative	Don't Know
2007 Small Business Administration	64.8%	16.0%	19.2%	
2006 Small Business Administration	61.1%	17.6%	21.3%	
2004 Small Business Administration	N/A	N/A	N/A	N/A
2002 Small Business Administration	N/A	N/A	N/A	N/A

(6) Overall, How good a job do you feel is being done by your immediate supervisor/team

	Positive	Neutral	Negative	Don't Know
2007 Small Business Administration	65.9%	19.6%	14.5%	
2006 Small Business Administration	62.9%	20.8%	16.3%	
2004 Small Business Administration	65.6%	20.8%	13.6%	
2002 Small Business Administration	63.4%	22.8%	13.8%	

(7) The workforce has the job-relevant knowledge and skills necessary to accomplish

	Positive	Neutral	Negative	Don't Know
2007 Small Business Administration	66.8%	14.2%	16.8%	2.3%
2006 Small Business Administration	53.3%	20.3%	24.9%	1.4%
2004 Small Business Administration	60.6%	19.3%	19.3%	0.8%
2002 Small Business Administration	63.9%	13.9%	21.9%	0.3%

(8) My work unit is able to recruit people with the right skills.

	Positive	Neutral	Negative	Don't Know
2007 Small Business Administration	34.0%	23.9%	32.8%	9.3%
2006 Small Business Administration	25.4%	25.5%	42.0%	7.1%
2004 Small Business Administration	23.1%	29.5%	40.1%	7.4%
2002 Small Business Administration	22.1%	23.1%	50.4%	4.4%

(9) I know how my work relates to the agency's goals and priorities.

	Positive	Neutral	Negative	Don't Know
2007 Small Business Administration	85.1%	7.0%	5.6%	2.2%
2006 Small Business Administration	79.6%	10.8%	8.5%	1.2%
2004 Small Business Administration	78.7%	12.0%	8.3%	1.1%
2002 Small Business Administration	86.7%	6.8%	5.6%	0.9%

(10) The work I do is important.

	Positive	Neutral	Negative	Don't Know
2007 Small Business Administration	87.6%	5.6%	3.7%	3.2%
2006 Small Business Administration	86.0%	9.3%	4.2%	0.5%
2004 Small Business Administration	86.9%	8.4%	4.0%	0.8%
2002 Small Business Administration	89.0%	6.6%	4.0%	0.3%

(11) Physical conditions (for example, noise level, temperature, lighting, cleanliness in the

	Positive	Neutral	Negative	Don't Know
2007 Small Business Administration	71.9%	9.2%	16.6%	2.4%
2006 Small Business Administration	68.7%	15.4%	15.1%	0.8%
2004 Small Business Administration	71.8%	12.2%	15.0%	1.0%
2002 Small Business Administration	69.8%	10.2%	19.9%	0.2%

(12) Supervisors/team leaders in my work unit support employee development.

	Positive	Neutral	Negative	Don't Know
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2007 Small Business Administration	62.3%	15.8%	19.2%	2.6%
2006 Small Business Administration	58.0%	21.6%	19.8%	0.6%
2004 Small Business Administration	57.0%	23.0%	18.9%	1.1%
2002 Small Business Administration	58.9%	19.1%	21.8%	0.3%

(13) My talents are used well in the workplace.

	Positive	Neutral	Negative	Don't Know
2007 Small Business Administration	65.2%	12.2%	21.1%	1.4%
2006 Small Business Administration	54.2%	16.8%	27.0%	1.9%
2004 Small Business Administration	56.9%	17.8%	23.4%	1.9%
2002 Small Business Administration	61.5%	11.8%	26.2%	0.5%

(14) My training needs are assessed.

	Positive	Neutral	Negative	Don't Know
2007 Small Business Administration	49.1%	22.0%	26.5%	2.4%
2006 Small Business Administration	42.2%	26.0%	30.5%	1.3%
2004 Small Business Administration	36.1%	29.0%	32.7%	2.2%
2002 Small Business Administration	40.2%	26.0%	32.6%	1.2%

(15) Promotions in my work unit are based on merit.

	Positive	Neutral	Negative	Don't Know
2007 Small Business Administration	35.3%	23.1%	30.8%	10.7%
2006 Small Business Administration	30.0%	26.0%	37.3%	6.7%
2004 Small Business Administration	29.4%	27.1%	38.2%	5.2%
2002 Small Business Administration	35.0%	23.7%	35.9%	5.4%

(16) In my work unit, steps are taken to deal with poor performer who cannot or will not improve.

	Positive	Neutral	Negative	Don't Know
2007 Small Business Administration	29.4%	24.8%	34.5%	11.2%
2006 Small Business Administration	26.7%	26.5%	39.0%	7.9%
2004 Small Business Administration	26.3%	25.3%	41.6%	6.7%
2002 Small Business Administration	27.8%	25.1%	39.1%	8.0%

(17) Creativity and innovation are rewarded.

	Positive	Neutral	Negative	Don't Know
2007 Small Business Administration	42.6%	23.2%	29.8%	4.4%
2006 Small Business Administration	33.5%	25.5%	37.6%	3.4%
2004 Small Business Administration	30.4%	26.4%	39.1%	4.1%
2002 Small Business Administration	40.7%	23.2%	33.0%	3.1%

(18) In my most recent performance appraisal, I understood what I had to do to be rated at

	Positive	Neutral	Negative	Don't Know
2007 Small Business Administration	63.5%	14.1%	17.1%	5.3%
2006 Small Business Administration	N/A	N/A	N/A	N/A

2004 Small Business Administration	N/A	N/A	N/A	N/A
2002 Small Business Administration	N/A	N/A	N/A	N/A

(19) In my work unit, differences in performance are recognized in a meaningful way.

	Positive	Neutral	Negative	Don't Know
2007 Small Business Administration	37.8%	23.5%	31.8%	6.9%
2006 Small Business Administration	28.6%	28.4%	38.7%	4.4%
2004 Small Business Administration	27.7%	28.6%	38.2%	5.5%
2002 Small Business Administration	N/A	N/A	N/A	N/A

(20) Pay raises depend on how well employees perform in their jobs.

	Positive	Neutral	Negative	Don't Know
2007 Small Business Administration	26.3%	24.0%	40.4%	9.3%
2006 Small Business Administration	20.8%	28.0%	46.3%	4.9%
2004 Small Business Administration	N/A	N/A	N/A	N/A
2002 Small Business Administration	N/A	N/A	N/A	N/A

(21) My performance appraisal is a fair reflection of my performance.

	Positive	Neutral	Negative	Don't Know
2007 Small Business Administration	62.1%	15.6%	18.4%	3.9%
2006 Small Business Administration	61.4%	15.8%	21.8%	1.1%
2004 Small Business Administration	58.6%	18.9%	20.3%	2.2%
2002 Small Business Administration	68.2%	13.5%	17.7%	0.6%

(22) Discussions with my supervisor/team leader about my performance are worthwhile.

	Positive	Neutral	Negative	Don't Know
2007 Small Business Administration	57.3%	19.8%	20.9%	2.1%
2006 Small Business Administration	54.1%	21.0%	23.9%	1.0%
2004 Small Business Administration	52.3%	23.4%	22.6%	1.7%
2002 Small Business Administration	61.3%	17.3%	20.9%	0.6%

(23) Managers/supervisors/team leaders work well with employees of different backgrounds.

	Positive	Neutral	Negative	Don't Know
2007 Small Business Administration	61.3%	17.5%	16.8%	4.3%
2006 Small Business Administration	58.0%	23.2%	16.0%	2.9%
2004 Small Business Administration	59.4%	23.9%	14.5%	2.3%
2002 Small Business Administration	61.2%	20.9%	14.8%	3.2%

(24) My supervisors supports my need to balance work and family issues.

	Positive	Neutral	Negative	Don't Know
2007 Small Business Administration	78.4%	11.6%	7.8%	2.3%
2006 Small Business Administration	76.5%	13.6%	9.3%	0.6%
2004 Small Business Administration	80.0%	12.2%	6.6%	1.2%
2002 Small Business Administration	80.4%	9.3%	9.5%	0.8%

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

	Positive	Neutral	Negative	Don't Know
2007 Small Business Administration	54.1%	20.5%	24.6%	0.8%
2006 Small Business Administration	32.6%	22.3%	44.9%	0.2%
2004 Small Business Administration	33.3%	23.2%	43.0%	0.5%
2002 Small Business Administration	N/A	N/A	N/A	N/A

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

	Positive	Neutral	Negative	Don't Know
2007 Small Business Administration	42.7%	22.7%	32.7%	1.9%
2006 Small Business Administration	25.5%	24.2%	49.4%	0.9%
2004 Small Business Administration	26.6%	25.1%	47.3%	1.0%
2002 Small Business Administration	33.5%	23.0%	43.4%	0.2%

(27) Managers review and evaluate the organization's progress toward meeting its goals and

	Positive	Neutral	Negative	Don't Know
2007 Small Business Administration	65.2%	16.5%	12.9%	5.4%
2006 Small Business Administration	64.2%	17.1%	15.2%	3.5%
2004 Small Business Administration	67.8%	17.1%	11.6%	3.5%
2002 Small Business Administration	75.6%	10.1%	10.8%	3.5%

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

	Positive	Neutral	Negative	Don't Know
2007 Small Business Administration	76.3%	13.0%	7.8%	2.9%
2006 Small Business Administration	70.7%	18.8%	9.0%	1.5%
2004 Small Business Administration	74.1%	14.8%	9.0%	2.1%
2002 Small Business Administration	N/A	N/A	N/A	N/A

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

	Positive	Neutral	Negative	Don't Know
2007 Small Business Administration	43.8%	23.9%	28.7%	3.5%
2006 Small Business Administration	34.5%	29.5%	33.5%	2.6%
2004 Small Business Administration	34.3%	26.6%	36.1%	3.1%
2002 Small Business Administration	35.2%	21.4%	42.0%	1.5%

(30) My workload is reasonable.

	Positive	Neutral	Negative	Don't Know
2007 Small Business Administration	61.5%	13.6%	24.6%	0.3%
2006 Small Business Administration	49.0%	18.2%	31.6%	1.3%
2004 Small Business Administration	56.0%	17.3%	25.5%	1.2%
2002 Small Business Administration	63.0%	10.6%	26.4%	0.0%

(31) Managers communicate the goals and priorities of the organization.

	Positive	Neutral	Negative	Don't Know
2007 Small Business Administration	68.1%	15.0%	16.5%	0.5%
2006 Small Business Administration	57.1%	17.5%	24.3%	1.0%
2004 Small Business Administration	61.1%	17.2%	21.0%	0.6%
2002 Small Business Administration	N/A	N/A	N/A	N/A

(32) My organization has prepared employees for potential security threats.

	Positive	Neutral	Negative	Don't Know
2007 Small Business Administration	63.8%	18.0%	14.4%	3.8%
2006 Small Business Administration	57.5%	22.3%	17.5%	2.8%
2004 Small Business Administration	62.9%	18.8%	16.2%	2.1%
2002 Small Business Administration	N/A	N/A	N/A	N/A

(33) How satisfied are you with the information you receive from management on what's going on

	Positive	Neutral	Negative	Don't Know
2007 Small Business Administration	52.1%	21.7%	26.2%	
2006 Small Business Administration	36.5%	21.4%	42.0%	
2004 Small Business Administration	32.8%	20.7%	46.5%	
2002 Small Business Administration	44.3%	18.4%	37.3%	

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

	Positive	Neutral	Negative	Don't Know
2007 Small Business Administration	44.6%	24.2%	31.2%	
2006 Small Business Administration	48.1%	20.1%	31.8%	
2004 Small Business Administration	45.5%	22.7%	31.9%	
2002 Small Business Administration	50.5%	23.9%	25.6%	

(35) How satisfied are you in decisions that affect your work?

	Positive	Neutral	Negative	Don't Know
2007 Small Business Administration	31.0%	30.0%	39.0%	
2006 Small Business Administration	25.5%	27.7%	46.8%	
2004 Small Business Administration	24.4%	29.1%	46.5%	
2002 Small Business Administration	26.7%	32.7%	40.6%	

(36) How satisfied are you with the recognition you receive for doing a good job?

	Positive	Neutral	Negative	Don't Know
2007 Small Business Administration	47.7%	22.8%	29.5%	
2006 Small Business Administration	44.2%	21.5%	34.3%	
2004 Small Business Administration	42.1%	24.6%	33.2%	
2002 Small Business Administration	50.3%	23.5%	26.2%	

(37) How satisfied are you with policies and practices of your senior leaders?

	Positive	Neutral	Negative	Don't Know
2007 Small Business Administration	42.5%	27.6%	29.9%	

2006 Small Business Administration	30.8%	24.3%	44.8%
2004 Small Business Administration	27.9%	28.2%	44.0%
2002 Small Business Administration	N/A	N/A	N/A

(38) How satisfied are you with the training you receive for your present job?

	Positive	Neutral	Negative	Don't Know
2007 Small Business Administration	48.6%	25.4%	26.1%	
2006 Small Business Administration	35.7%	27.8%	36.5%	
2004 Small Business Administration	34.5%	29.0%	36.5%	
2002 Small Business Administration	42.5%	27.1%	30.4%	

(39) Considering everything, how satisfied are you with your job?

	Positive	Neutral	Negative	Don't Know
2007 Small Business Administration	65.7%	18.2%	16.1%	
2006 Small Business Administration	56.9%	21.1%	22.0%	
2004 Small Business Administration	58.8%	21.4%	19.8%	
2002 Small Business Administration	64.8%	19.6%	15.6%	

(40) Considering everything, how satisfied are you with your pay?

	Positive	Neutral	Negative	Don't Know
2007 Small Business Administration	63.5%	17.1%	19.4%	
2006 Small Business Administration	62.2%	17.7%	20.2%	
2004 Small Business Administration	63.0%	17.9%	19.1%	
2002 Small Business Administration	68.3%	13.7%	18.0%	