

**FEDERAL COMMUNICATIONS COMMISSION
2008 FEDERAL HUMAN CAPITAL SURVEY RESULTS**

The 2008 Federal Human Capital Survey was administered by the U.S. Office of Personnel Management (OPM) from August 13, 2008 through September 19, 2008. The survey was anonymous, web based, and offered to all full-time permanent FCC employees on board as of December 31, 2007. Of the 1638 employees surveyed, 733, or 44.7%, chose to participate. Included in the survey were the 45 survey questions prescribed by OPM that must be asked of employees each year (identified with an asterisk). Five of the 45 questions were demographic questions.

When the FCC responses to the mandatory questions (excluding the demographics questions) are ranked by positive response, e.g., strongly agree and agree, or very satisfied and satisfied, the top three indicate most employees agree that the people they work with cooperate to get the job done, supervisors support their need to balance work and other life issues, and that their organization has prepared them for potential security threats. The bottom three indicate few employees believe steps are taken to deal with a poor performer who cannot or will not improve, that pay raises depend on how well employees perform their jobs, or that leaders generate high levels of motivation and commitment in the workforce.

The responses follow:

PERSONAL WORK EXPERIENCES

		Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Do Not Know/ No Basis to Judge	Percent Positive	Total
*1. The people I work with cooperate to get the job done.	N	255	375	50	43	10	NA		733
	%	34.6	51.4	6.9	5.8	1.4	NA	85.9	100
*2. I am given a real opportunity to improve my skills in my organization.	N	158	308	104	113	50	NA		733
	%	21.7	42.0	14.0	15.4	6.9	NA	63.7	100
3. I have enough information to do my job well.	N	138	347	107	99	42	NA		733
	%	18.7	47.6	14.6	13.3	5.7	NA	66.3	100
4. I feel encouraged to come up with new and better ways of doing things.	N	136	245	133	136	83	NA		733
	%	18.6	33.5	18.0	18.5	11.4	NA	52.0	100
*5. My work gives me a feeling of personal accomplishment.	N	153	285	132	94	69	NA		733
	%	20.9	38.9	17.9	12.8	9.5	NA	59.8	100
*6. I like the kind of work I do.	N	216	336	113	48	20	NA		733
	%	29.3	45.9	15.5	6.6	2.8	NA	75.1	100
*7. I have trust and confidence in my supervisor.	N	252	259	98	61	63	NA		733
	%	34.5	35.4	13.3	8.3	8.5	NA	69.9	100
8. I recommend my organization as a good place to work.	N	170	253	167	77	66	NA		733
	%	23.2	34.7	22.7	10.6	8.8	NA	57.9	100
							Do Not Know/ No Basis to Judge	Percent Positive	Total
*9. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	N	299	216	133	38	47	NA		733
	%	40.6	29.7	18.1	5.1	6.4	NA	70.3	100
10. How would you rate the overall quality of work done by your work group?	N	316	298	93	14	12	NA		733
	%	42.9	40.8	12.6	2.0	1.6	NA	83.7	100

* Annual Employee Survey (AES) prescribed items.

Percentages are weighted to be representative of the Agency's population.

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RECRUITMENT, DEVELOPMENT, & RETENTION

		Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Do Not Know/ No Basis to Judge	Percent Positive	Total
*11. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N	153	394	106	54	20	6		733
	%	21.1	53.5	14.5	7.2	2.8	0.8	74.7	100
*12. My supervisor supports my need to balance work and other life issues.	N	349	275	53	35	18	3		733
	%	47.6	37.5	7.1	5.0	2.4	0.4	85.0	100
13. Supervisors/team leaders in my work unit provide employees with the opportunities to demonstrate their leadership skills.	N	146	254	155	110	60	8		733
	%	19.9	34.9	21.2	14.6	8.3	1.1	54.8	100
*14. My work unit is able to recruit people with the right skills.	N	77	226	192	127	84	27		733
	%	10.5	31.0	26.2	17.2	11.4	3.6	41.6	100
15. The skill level in my work unit has improved in the past year.	N	89	244	208	128	46	18		733
	%	12.1	33.4	28.3	17.4	6.3	2.5	45.4	100
16. I have sufficient resources (for example, people, materials, budget) to get my job done.	N	101	299	144	125	61	3		733
	%	13.6	40.8	19.5	17.0	8.6	0.4	54.5	100
*17. My workload is reasonable.	N	113	389	116	71	42	2		733
	%	15.3	53.2	15.9	9.5	5.9	0.3	68.5	100
*18. My talents are used well in the workplace.	N	119	275	118	118	95	8		733
	%	16.2	37.7	16.0	16.0	13.1	1.1	53.9	100
*19. I know how my work relates to the agency's goals and priorities.	N	174	364	88	59	40	8		733
	%	23.7	49.8	12.0	7.9	5.5	1.1	73.5	100
*20. The work I do is important.	N	233	316	114	32	26	12		733
	%	31.7	43.1	15.6	4.4	3.7	1.6	74.7	100
*21. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N	181	373	88	58	30	3		733
	%	24.9	51.1	11.9	7.7	4.0	0.4	76.0	100

* AES prescribed items.

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PERFORMANCE CULTURE

		Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Do Not Know/ No Basis to Judge	Percent Positive	Total
*22. Promotions in my work unit are based on merit.	N	74	198	159	119	129	54		733
	%	10.3	27.2	21.7	15.9	17.6	7.3	37.5	100
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N	28	137	191	156	126	95		733
	%	4.1	18.8	26.2	21.1	17.2	12.7	22.9	100
*24. Employees have a feeling of personal empowerment with respect to work processes.	N	42	198	185	151	128	29		733
	%	5.9	27.1	25.2	20.7	17.3	3.9	33.0	100
25. Employees are rewarded for providing high quality products and services to customers.	N	81	266	142	124	99	21		733
	%	11.2	36.4	19.5	16.8	13.5	2.7	47.6	100
*26. Creativity and innovation are rewarded.	N	69	196	174	149	117	28		733
	%	9.6	26.7	24.0	20.2	16.0	3.5	36.3	100
*27. Pay raises depend on how well employees perform their jobs.	N	42	128	179	183	140	61		733
	%	5.9	17.6	24.7	24.7	19.1	8.0	23.5	100
28. Awards in my work unit depend on how well employees perform their jobs.	N	73	250	127	124	104	55		733
	%	10.1	34.4	17.2	16.9	14.1	7.3	44.5	100
*29. In my work unit, differences in performance are recognized in a meaningful way.	N	55	173	195	136	112	62		733
	%	7.6	23.9	26.6	18.6	15.0	8.2	31.5	100
*30. My performance appraisal is a fair reflection of my performance.	N	156	350	137	55	30	5		733
	%	21.2	48.0	18.6	7.4	4.1	0.7	69.2	100
*31. Discussions with my supervisor/team leader about my performance are worthwhile.	N	146	289	145	83	60	10		733
	%	20.0	39.3	20.0	11.1	8.2	1.4	59.4	100
*32. In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding).	N	156	289	130	68	33	57		733
	%	21.3	39.5	17.9	9.0	4.5	7.7	60.9	100
33. I am held accountable for achieving results.	N	159	400	122	34	10	8		733
	%	21.7	54.7	16.6	4.5	1.4	1.1	76.4	100
34. Supervisors/team leaders in my work unit are committed to a workforce representative of all segments of society.	N	132	281	164	48	38	70		733
	%	18.2	38.5	22.4	6.4	5.1	9.4	56.7	100
35. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	N	111	260	181	60	54	67		733
	%	15.3	35.7	24.7	8.1	7.2	9.0	51.0	100
*36. Managers/supervisors/team leaders work well with employees of different backgrounds.	N	166	308	133	44	42	40		733
	%	22.9	42.0	18.0	6.0	5.7	5.3	64.9	100

* AES prescribed items.

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LEADERSHIP

		Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Do Not Know/ No Basis to Judge	Percent Positive	Total
*37. I have a high level of respect for my organization's senior leaders.	N	84	195	158	138	155	3		733
	%	11.4	26.8	21.4	18.9	21.1	0.4	38.2	100
*38. In my organization, leaders generate high levels of motivation and commitment in the workforce.	N	66	160	166	169	163	9		733
	%	9.1	22.0	22.5	23.0	22.2	1.2	31.1	100
39. My organization's leaders maintain high standards of honesty and integrity.	N	86	190	177	106	138	36		733
	%	11.7	26.1	24.1	14.5	18.7	4.9	37.8	100
*40. Managers communicate the goals and priorities of the organization.	N	84	273	142	121	101	12		733
	%	11.5	37.3	19.5	16.6	13.6	1.6	48.7	100
*41. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N	79	297	151	82	63	61		733
	%	10.9	40.5	20.7	11.5	8.4	8.0	51.4	100
*42. Employees are protected from health and safety hazards on the job.	N	181	387	101	28	22	14		733
	%	24.9	52.8	13.7	3.7	2.9	1.9	77.7	100
*43. My organization has prepared employees for potential security threats.	N	166	417	97	32	9	12		733
	%	22.6	56.7	13.3	4.5	1.2	1.6	79.3	100
44. Complaints, disputes or grievances are resolved fairly in my work unit.	N	60	172	196	68	65	172		733
	%	8.3	23.8	26.9	9.2	8.7	23.2	32.1	100
45. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N	94	161	168	99	130	81		733
	%	13.0	22.0	23.0	13.4	17.7	10.9	35.0	100
46. Prohibited Personnel Practices (for example, illegally discriminating for or against any employee/applicant, obstructing a person's right to	N	111	217	147	41	74	143		733
	%	15.4	29.8	20.1	5.5	10.0	19.2	45.2	100
47. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N	85	199	171	79	112	87		733
	%	11.9	27.4	23.2	10.6	15.2	11.7	39.4	100

* AES prescribed items.

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LEARNING (KNOWLEDGE MANAGEMENT)

		Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Do Not Know/ No Basis to Judge	Percent Positive	Total
48. Supervisors/team leaders provide employees with constructive suggestions to improve their job performance.	N	89	333	162	83	54	12		733
	%	12.1	45.6	22.2	11.2	7.3	1.5	57.8	100
*49. Supervisors/team leaders in my work unit support employee development.	N	149	363	105	59	47	10		733
	%	20.3	49.9	14.1	8.1	6.3	1.3	70.2	100
50. Employees have electronic access to learning and training programs readily available at their desk.	N	240	399	58	23	6	7		733
	%	32.8	54.6	7.8	3.1	0.8	1.0	87.4	100
*51. My training needs are assessed.	N	110	279	169	117	44	14		733
	%	15.1	38.2	23.0	15.9	5.9	1.9	53.3	100
52. Managers promote communication among different work units (for example, about projects, goals, needed resources).	N	80	267	149	113	101	23		733
	%	10.9	36.7	20.3	15.3	13.8	3.1	47.6	100
53. Employees in my work unit share job knowledge with each other.	N	152	366	96	74	39	6		733
	%	20.7	50.2	13.0	10.2	5.2	0.8	70.9	100
54. Employees use information technology (for example, intranet, shared networks) to perform work.	N	260	418	29	16	4	6		733
	%	35.4	57.0	4.0	2.2	0.5	0.8	92.5	100

* AES prescribed items.

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JOB SATISFACTION

		Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Strongly Dissatisfied	Do Not Know/ No Basis to Judge	Percent Positive	Total
*55. How satisfied are you with your involvement in decisions that affect your work?	N	90	224	158	175	86	NA		733
	%	12.4	30.6	21.7	23.6	11.7	NA	43.0	100
*56. How satisfied are you with the information you receive from management on what's going on in your organization?	N	64	197	157	204	111	NA		733
	%	8.8	27.1	21.4	27.7	15.0	NA	35.9	100
*57. How satisfied are you with the recognition you receive for doing a good job?	N	117	264	147	123	82	NA		733
	%	16.1	36.0	20.1	16.6	11.2	NA	52.1	100
*58. How satisfied are you with the policies and practices of your senior leaders?	N	65	170	178	165	155	NA		733
	%	9.0	23.2	24.3	22.4	21.2	NA	32.2	100
*59. How satisfied are you with your opportunity to get a better job in your organization?	N	65	190	219	148	111	NA		733
	%	9.1	26.1	29.9	20.0	15.0	NA	35.2	100
*60. How satisfied are you with the training you receive for your present job?	N	119	316	190	80	28	NA		733
	%	16.6	43.2	25.8	10.7	3.8	NA	59.7	100
*61. Considering everything, how satisfied are you with your job?	N	138	305	140	101	49	NA		733
	%	18.9	41.4	19.1	13.8	6.7	NA	60.3	100
*62. Considering everything, how satisfied are you with your pay?	N	149	326	113	102	43	NA		733
	%	20.2	44.5	15.4	13.9	6.0	NA	64.7	100
63. Considering everything, how satisfied are you with your organization?	N	92	264	159	132	86	NA		733
	%	12.6	35.9	21.8	18.0	11.7	NA	48.5	100

* AES prescribed items.

Percentage for demographic items not weighted.

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SATISFACTION WITH BENEFITS

		Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Strongly Dissatisfied	Do Not Know/ No Basis to Judge	Percent Positive	Total
64. How satisfied are you with retirement benefits?	N	137	338	133	49	17	59		733
	%	18.7	46.3	17.9	6.6	2.4	8.1	65.0	100
65. How satisfied are you with health insurance benefits?	N	154	379	94	72	17	17		733
	%	21.2	51.7	12.7	9.8	2.3	2.3	72.9	100
66. How satisfied are you with life insurance benefits?	N	85	339	159	52	14	84		733
	%	11.9	46.0	21.7	7.1	2.0	11.2	57.9	100
67. How satisfied are you with long term care insurance benefits?	N	47	174	196	45	15	256		733
	%	6.6	23.9	26.7	6.1	2.1	34.6	30.5	100
68. How satisfied are you with the flexible spending account (FSA) program?	N	113	235	140	21	5	219		733
	%	15.5	32.1	19.2	2.8	0.7	29.6	47.7	100
69. How satisfied are you with paid vacation time?	N	300	360	54	18	1	NA		733
	%	41.3	48.8	7.3	2.5	0.1	NA	90.0	100
70. How satisfied are you with paid leave for illness (for example, personal), including family care situations (for example,	N	276	343	70	33	11	NA		733
	%	38.2	46.4	9.4	4.5	1.5	NA	84.5	100
71. How satisfied are you with child care subsidies?	N	14	42	131	31	21	494		733
	%	2.0	5.8	17.8	4.2	2.9	67.3	7.8	100
72. How satisfied are you with work/life programs (for example, health and wellness, employee assistance, eldercare, and support groups)?	N	49	165	148	31	6	334		733
	%	6.8	22.4	20.2	4.3	0.8	45.6	29.2	100
73. How satisfied are you with telework/telecommuting?	N	127	222	103	74	63	144		733
	%	17.6	30.2	14.2	10.0	8.5	19.4	47.8	100
74. How satisfied are you with alternative work schedules?	N	135	256	102	25	19	196		733
	%	18.3	35.0	13.9	3.4	2.7	26.7	53.3	100

* AES prescribed items.

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DEMOGRAPHICS

75. Where do you work?		N	%
	Headquarters	597	81.4
	Field	136	18.6
	Total	733	100

*76. What is your supervisory status?		N	%
	Non-Supervisor	469	64
	Team Leader	116	15.8
	Supervisor	75	10.2
	Manager	56	7.6
	Executive	17	2.3
	Total	733	100

*77. Are you:		N	%
	Male	329	44.9
	Female	404	55.1
	Total	733	100

*78. Are you Hispanic or Latino?		N	%
	Yes	31	4.2
	No	702	95.8
	Total	733	100

*79. Please select the racial category or categories with which you most closely identify (mark as many as apply).		N	%
	American Indian or Alaska Native	4	0.6
	Asian	42	5.9
	Black or African American	197	27.6
	Native Hawaiian or Other Pacific Islander	4	0.6
	White	446	62.5
	Two or more races	21	2.9
	Total	714	100

*AES prescribed items.

Percentages for demographic items are not weighted.

Responses to AES prescribed question "What is your agency subcomponent" have yet to be reported by OPM.

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DEMOGRAPHICS (continued)

80. What is your age group?	N	%
25 and under	12	1.6
26-29	14	1.9
30-39	97	13.2
40-49	221	30.2
50-59	296	40.4
60 or older	93	12.7
Total	733	100.0

81. What is your pay category/grade?	N	%
Federal Wage System	2	0.3
GS-1-6	10	1.4
GS 7-12	180	24.6
GS 13-15	522	71.2
SES	12	1.6
Senior Leader (SL) or Scientific or Professional (ST)	5	0.7
Other	2	0.3
Total	733	100.0

82. How long have you been with the Federal Government (excluding military service)?	N	%
Less than 1 year	6	0.8
1 to 3 years	37	5.0
4 to 5 years	20	2.7
6 to 10 years	121	16.5
11 to 14 years	96	13.1
15 to 20 years	113	15.4
More than 20 years	340	46.4
Total	733	100.0

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DEMOGRAPHICS (continued)

83. How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?	N	%
Less than 1 year	8	1.1
1 to 3 years	56	7.6
4 to 5 years	20	2.7
6 to 10 years	170	23.2
11 to 20 years	232	31.7
More than 20 years	247	33.7
Total	733	100.0

84. Are you considering leaving your organization within the next year, and if so, why?	N	%
No	519	70.8
Yes, to retire	47	6.4
Yes, to take another job within the Federal Government	96	13.1
Yes, to take another job outside the Federal Government	38	5.2
Yes, other	33	4.5
Total	733	100.0

85. I am planning to retire:	N	%
Within one year	23	3.1
Between one and three years	97	13.2
Between three and five years	89	12.1
Five or more years	524	71.5
Total	733	100.0

* AES prescribed items.