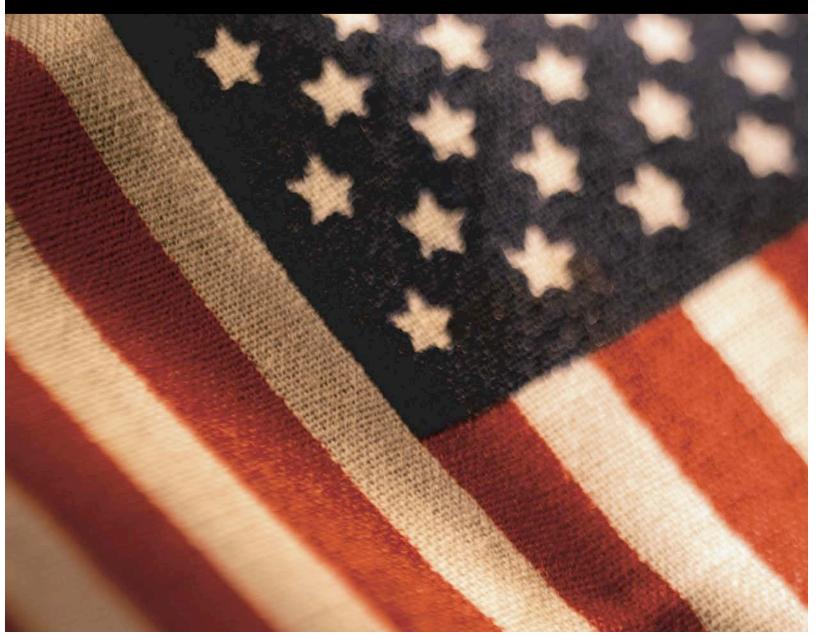


DATA FROM THE 2004 FEDERAL HUMAN CAPITAL SURVEY Agency for International Development



FEDERAL HUMAN CAPITAL SURVEY 2004

Report of Results

Enclosed is a question-by-question summary of your department's or agency's response to the 2004 Federal Human Capital Survey. This summary displays results by Favorable, Neutral, Unfavorable, and in some cases where applicable, Do Not Know responses. Each item on the survey is associated with one of five response scales. As shown below, for each response scale two responses are categorized as "Favorable", one response is categorized as "Neutral", and two responses are categorized as Unfavorable".

Favorable Responses		Neutral Response	Unfavorable Responses		Do Not Know
Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Do Not Know
Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	
Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	
One of the Best	Above Average	Average	Below Average	One of the Worst	
Very Good	Good	Fair	Poor	Very Poor	

The total number of respondents answering each question is also displayed in the summary and is identified under the column heading "N".

Detailed survey data for your department or agency are available on a private Web site maintained by OPM. Your agency has already identified personnel who will have access to this Web site.

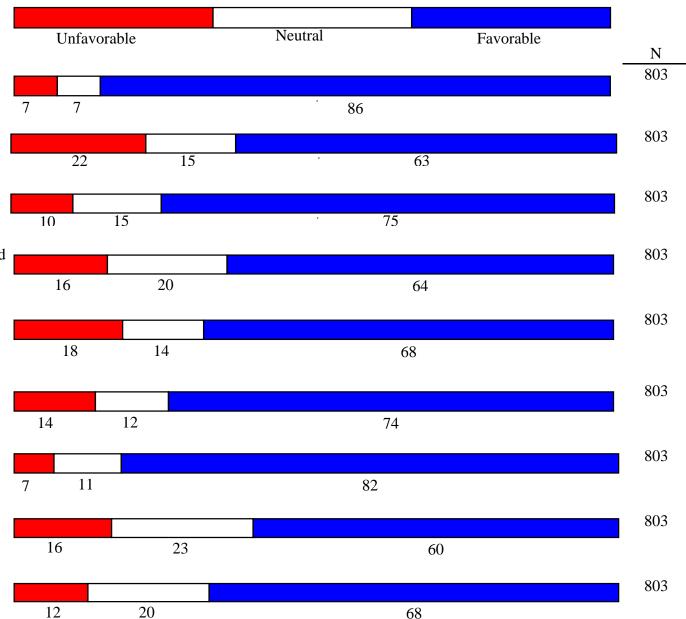
Thank you for your support of the Federal Human Capital Survey.

Note: Totals may not add to 100% due to rounding.

Results for: All Respondents Number of Forms Returned: 803

Personal Work Experiences

- 1 The people I work with cooperate to get the job done.
- 2 I am given a real opportunity to improve my skills in my organization.
- 3 I have enough information to do my job well.
- 4 I feel encouraged to come up with new and better ways of doing things.
- 5 My job makes good use of my skills and abilities.
- 6 My work gives me a feeling of personal accomplishment.
- 7 I like the kind of work I do.
- 8 I recommend my organization as a good place to work.
- 9 Overall, how good a job do you feel is being done by your immediate supervisor/team leader?



Note: Totals may not add to 100% due to rounding.

Results for: All Respondents

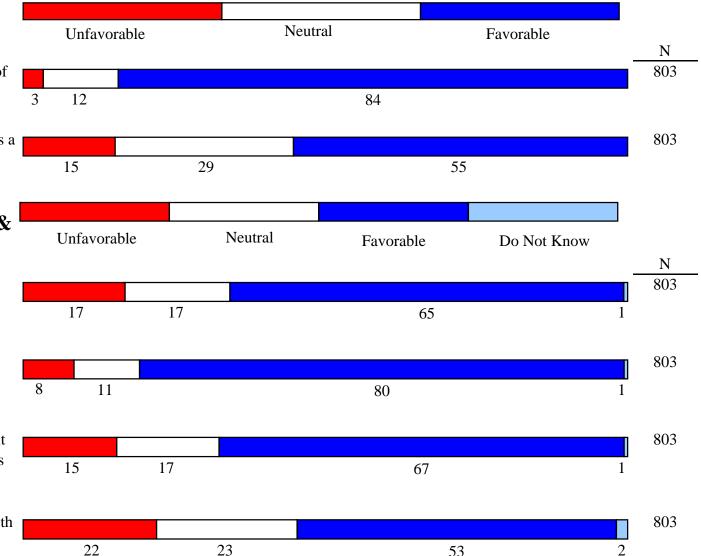
Number of Forms Returned: 803

Personal Work Experiences

- 10 How would you rate the overall quality of work done by your work group?
- 11 How would you rate your organization as a place to work compared to other organizations?

Recruitment, Development, & Retention

- 12 The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.
- 13 My supervisor supports my need to balance work and family issues.
- 14 Supervisors/team leaders in my work unit provide employees with the opportunities to demonstrate their leadership skills.
- 15 My work unit is able to recruit people with the right skills.

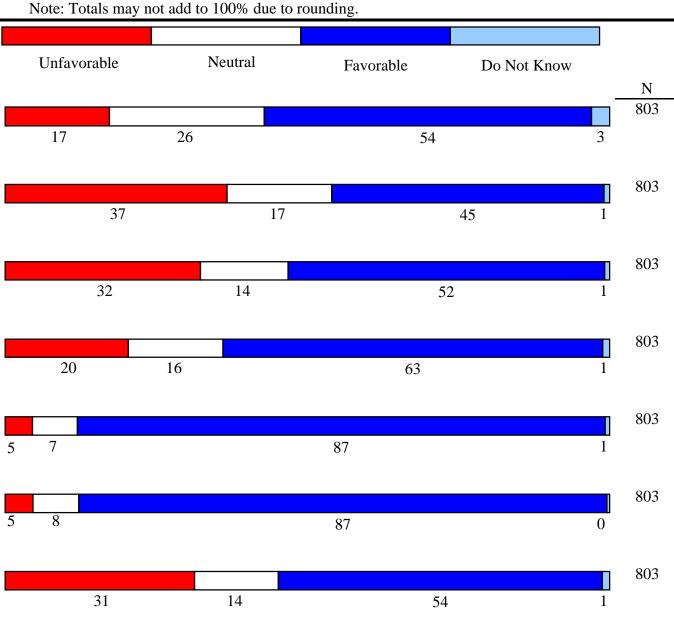


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Results for: All Respondents Number of Forms Returned: 803

Recruitment, Development, & Retention

- 16 The skill level in my work unit has improved in the past year.
- 17 I have sufficient resources (for example, people, materials, budget) to get my job done.
- 18 My workload is reasonable.
- 19 My talents are used well in the workplace.
- 20 I know how my work relates to the agency's goals and priorities.
- 21 The work I do is important.
- 22 Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.



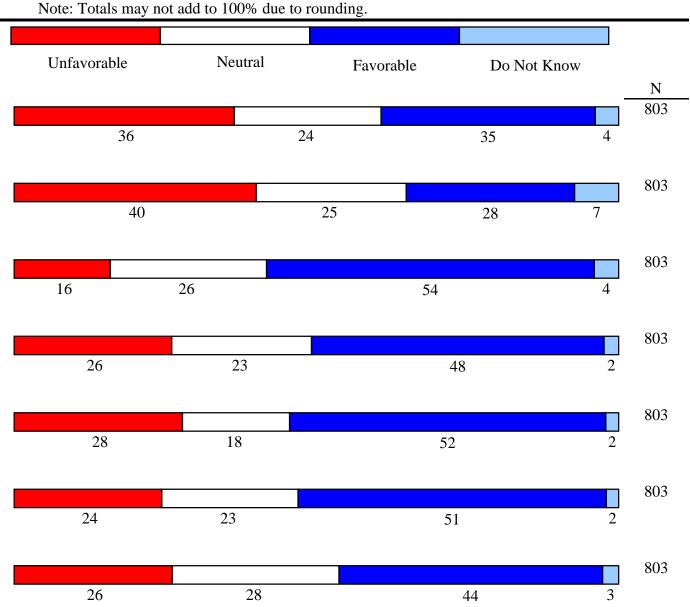
Page 4

Results for:

All Respondents Number of Forms Returned: 803

Performance Culture

- 23 Promotions in my work unit are based on merit.
- 24 In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.
- 25 Products and services in my work unit are improved based on customer/public input.
- 26 Employees have a feeling of personal empowerment with respect to work processes.
- 27 High-performing employees in my work unit are recognized or rewarded on a timely basis.
- 28 Employees are rewarded for providing high quality products and services to customers.
- 29 Creativity and innovation are rewarded.



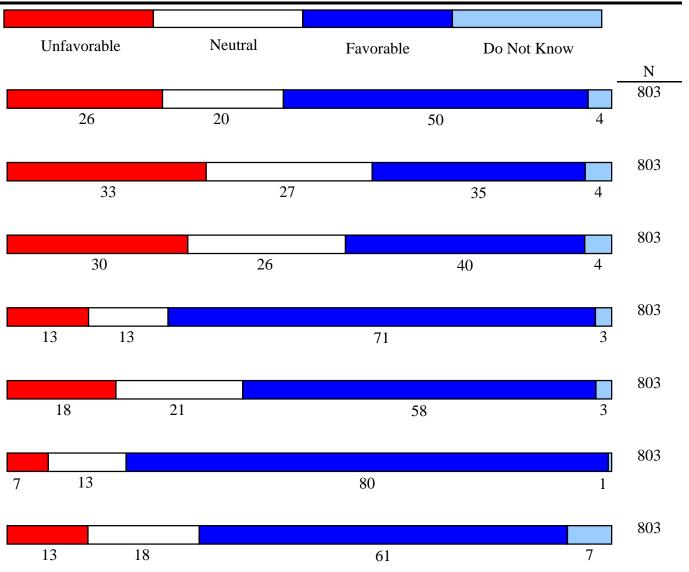
Results for: All Respondents

Number of Forms Returned: 803

Note: Totals may not add to 100% due to rounding.

Performance Culture

- 30 Awards in my work unit depend on how well employees perform their jobs.
- 31 In my work unit, differences in performance are recognized in a meaningful way.
- 32 In my work unit, personnel decisions are based on merit.
- 33 My performance appraisal is a fair reflection of my performance.
- 34 Discussions with my supervisor/team leader about my performance are worthwhile.
- 35 I am held accountable for achieving results.
- 36 Supervisors/team leaders in my work unit are committed to a workforce representative of all segments of society.



Results for: All Respondents Number of Forms Returned: 803 Note: Totals may not add to 100% due to rounding. **Performance Culture** Unfavorable Neutral Favorable Do Not Know Ν Policies and programs promote diversity in 803 37 the workplace (for example, recruiting 18 20 57 5 minorities and women, training in awareness of diversity issues, mentoring). Managers/supervisors/team leaders work 803 38 well with employees of different 13 15 69 2 backgrounds. Leadership Unfavorable Neutral Favorable Do Not Know Ν I have a high level of respect for my 803 39 organization's senior leaders. 27 23 49 0 In my organization, leaders generate high 803 40 levels of motivation and commitment in 34 28 37 1 the workforce. My organization's leaders maintain high 803 41 standards of honesty and integrity. 20 27 49 3

Managers communicate the goals and

priorities of the organization.

42

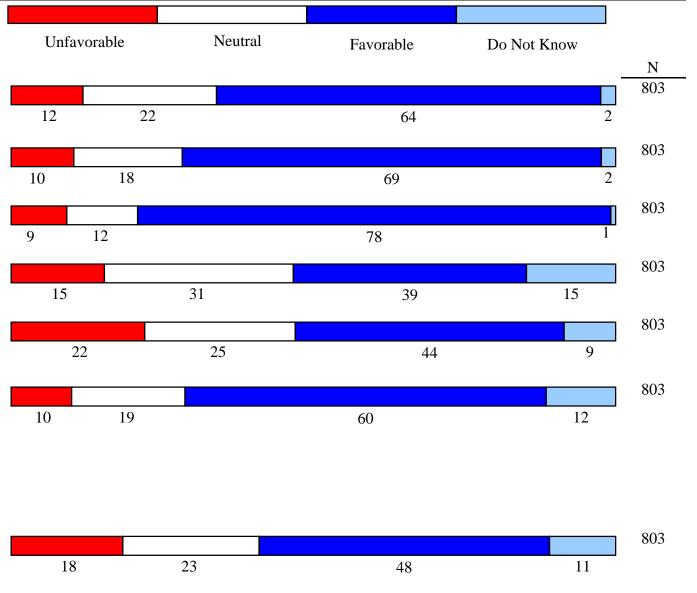
Results for:

All Respondents Number of Forms Returned: 803

Note: Totals may not add to 100% due to rounding.

Leadership

- 43 Managers review and evaluate the organization's progress toward meeting its goals and objectives.
- 44 Employees are protected from health and safety hazards on the job.
- 45 My organization has prepared employees for potential security threats.
- 46 Complaints, disputes or grievances are resolved fairly in my work unit.
- 47 Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.
- 48 Prohibited Personnel Practices (for example, illegally discriminating for or against any employee/applicant, obstructing a person's right to compete for employment, knowingly violating veterans' preference requirements) are not tolerated.
- 49 I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.



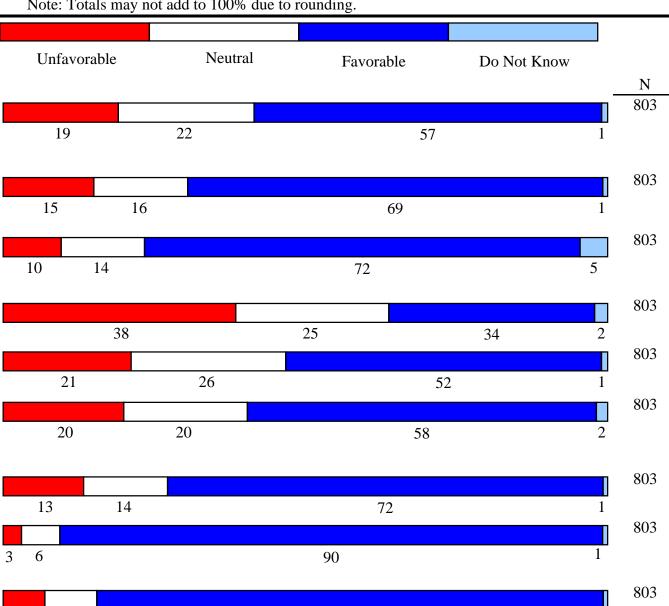
Results for:

All Respondents Number of Forms Returned: 803

Learning (Knowledge Management)

- Supervisors/team leaders provide 50 employees with constructive suggestions to improve their job performance.
- Supervisors/team leaders in my work unit 51 support employee development.
- 52 Employees have electronic access to learning and training programs readily available at their desk.
- My training needs are assessed. 53
- 54 I receive the training I need to perform my job.
- Managers promote communication among 55 different work units (for example, about projects, goals, needed resources).
- 56 Employees in my work unit share job knowledge with each other.
- Employees use information technology 57 (for example, intranet, shared networks) to perform work.
- 58 Employees use information technology (for example, intranet, shared networks) to gather and share knowledge.

9



84

Note: Totals may not add to 100% due to rounding.

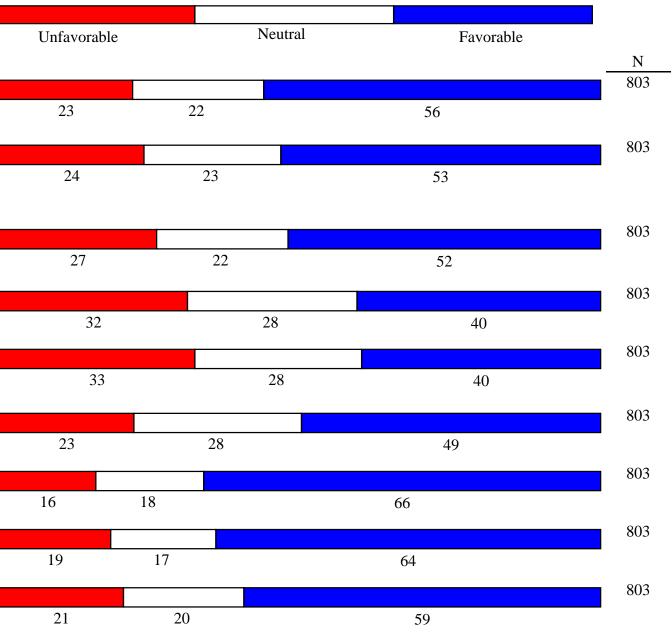
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Results for:

All Respondents Number of Forms Returned: 803



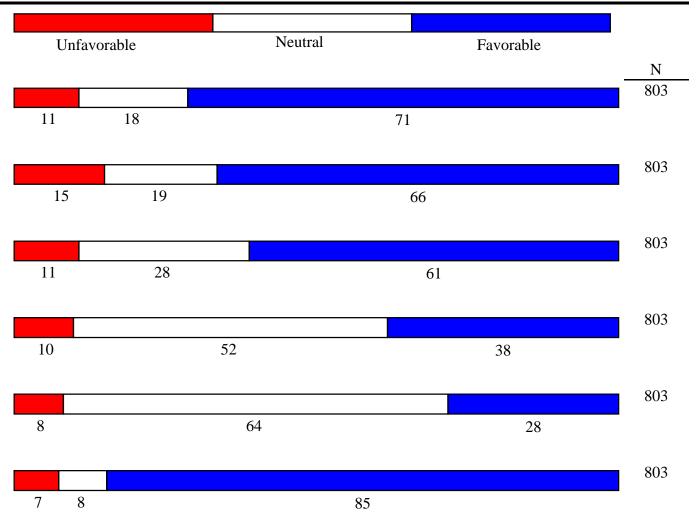
- 59 How satisfied are you with your involvement in decisions that affect your work?
- 60 How satisfied are you with the information you receive from management on what's going on in your organization?
- 61 How satisfied are you with the recognition you receive for doing a good job?
- 62 How satisfied are you with the policies and practices of your senior leaders?
- 63 How satisfied are you with your opportunity to get a better job in your organization?
- 64 How satisfied are you with the training you receive for your present job?
- 65 Considering everything, how satisfied are you with your job?
- 66 Considering everything, how satisfied are you with your pay?
- 67 Considering everything, how satisfied are you with your organization?



Results for: All Respondents Number of Forms Returned: 803

Satisfaction with Benefits

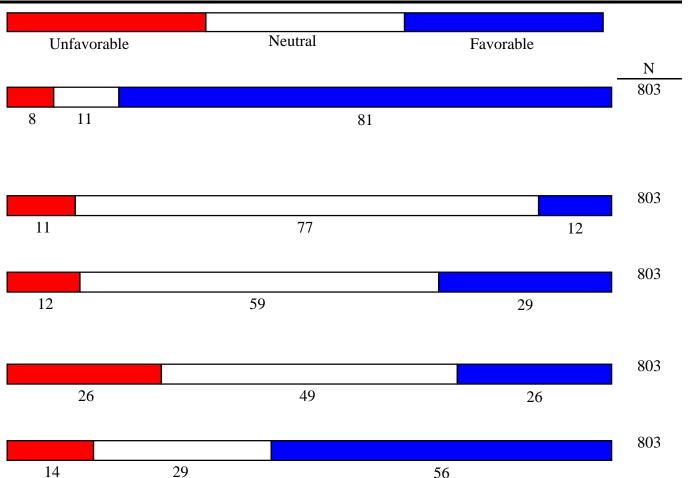
- 68 How satisfied are you with retirement benefits?
- 69 How satisfied are you with health insurance benefits?
- 70 How satisfied are you with life insurance benefits?
- 71 How satisfied are you with long term care insurance benefits?
- 72 How satisfied are you with the flexible spending account (FSA) program?
- 73 How satisfied are you with paid vacation time?



Results for: All Respondents Number of Forms Returned: 803

Satisfaction with Benefits

- 74 How satisfied are you with paid leave for illness (for example, personal), including family care situations (for example, childbirth/adoption or eldercare)?
- 75 How satisfied are you with child care subsidies?
- 76 How satisfied are you with work/life programs (for example, health and wellness, employee assistance, eldercare, and support groups)?
- 77 How satisfied are you with telework/telecommuting?
- 78 How satisfied are you with alternative work schedules?



Results for: All Respondents

Number of Forms Returned: 803

	Demographics	Percent	0 20 40 60 80 100 N
79	Where do you work?		803
	Headquarters	70%	
	Field	30%	
80	What is your supervisory status?		802
	Non-Supervisor	35%	
	Team Leader	14%	
	Supervisor	20%	
	Manager	20%	
	Executive	11%	
81	Are you [male or female?]		803
	Male	50%	
	Female	50%	
82	Would you describe your racial or ethnic background as?		801
	White (Non-Hispanic)	64%	
	Black (Non-Hispanic)	25%	
	American Indian or Alaska Native	1%	0
	Asian/Pacific Islander	5%	
	Hispanic	4%	

Results for: All Respondents

Number of Forms Returned: 803

	Demographics	Percent	0 20 40 60	80 100 N
83	What is your age group?			802
	Under 20	0%		
	20-29	1%	I	
	30-39	11%		
	40-49	30%		
	50-59	46%		
	60 or older	13%		
84	What is your pay category/grade? Federal Wage System (<i>e.g.</i> , WB, WD, WG, WL, WM, WS)	0%	I	803
	GS 1-6	1%	[
	GS 7-12		<u> </u>	
		18%		
	GS 13-15	57%		
	Senior Executive Service	9%		
	Senior Level (SL) or Scientific or			
	Professional (ST)	1%	I	
	Other	14%		
85	How long have you been with the Federal Government (excluding military service)?			803
	Less than 1 year	0%	I	
	1 to 3 years	4%		
	4 to 5 years	4%		
	6 to 10 years	7%		
	11 to 20 years	35%		
	More than 20 years	49%		Page 14

Results for: All Respondents Number of Forms Returned: 803

	Demographics	Percent	0 20 40 60 80 100	N
86	How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?		_	803
	Less than 1 year	1%	0	
	1 to 3 years	10%		
	4 to 5 years	6%		
	6 to 10 years	11%		
	11 to 20 years	40%		
	More than 20 years	32%		
87	Are you considering leaving your organization within the next year, and if so, why?			803
	No	66%		
	Yes, to retire	9%		
	Yes, to take another job in the Federal Government	15%		
	Yes, to take another job outside the Federal Government	6%		
	Yes, other	4%		
88	I am planning to retire:			803
	Within one year	7%		
	Between one and three years	18%		
	Between three and five years	15%		
	Five or more years	59%		



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