

Export Import Bank of the U.S.

Annual Employee Survey Results for 2007

Evaluation of Results: Employee participation in Bank's initial Annual Employee Survey (AES) was 74%. This represented a major increase in participation from the government-wide 2006 Federal Human Capital Survey (FHCS) administered by the Office of Personnel Management (OPM). The participation rate in the 2006 FHCS was 47%. For the latest survey, management strongly encouraged employee participation.

In comparison to the 2006 survey results for the same questions, the overall rate of positive employee responses (i.e., total percent giving the two most positive answers) in 2007 remained strong at 60% vs. 64% in 2006 with overall neutral responses averaging 19% and negative responses averaging 20%.

In general, employee responses indicate continued trust and confidence in supervisory staff, employees like the work, team members are cooperative and work to get the job done, and the work continues to provide a feeling of personal accomplishment. Employees continue to confirm that the work performed is important (89.6%), and they know how it relates to the Bank's goals and objectives (87.8%). Furthermore, within respective work units, differences in performance are recognized in a meaningful way, and supervisors continue to support the need to balance work and family issues.

In the 2006 survey, positive responses were up strongly—overall more than 17% compared with two years earlier. In this year's survey, positive responses returned to earlier levels. Although employees like the type of work they do, they were less satisfied with their current job and the level of involvement they have in decisions that affect their work. These questions resulted in the largest negative percentage change from 2006. With respect to leadership, overall results in this category declined in 2007 by an average of 7.6%. There was also some downward movement in questions that showed large increases in the previous survey involving leadership, employee development, workforce knowledge/skills, and recruitment of talented/skilled employees.

Bank management recognizes and appreciates the high participation of employees and the feedback provided by the survey and that employees continue to like the work, the organization, and feel strongly about Ex-Im's mission. Declines in some areas may have been unduly influenced by the recent budget constraints and a reduced recruitment while the Bank sought Congressional reauthorization in 2007. With a renewed reauthorization and the current budget approved, funding is now more stable and recruitment activities have resumed. These and other changes begin the process of ensuring a good foundation for strong agency performance in the future while we continue pursuing improvements in areas highlighted by the survey.

How the survey was conducted: The survey was conducted online from October 15, 2007 through November 2, 2007.

Description of employee sample: All employees were surveyed with a 74% participation rate.

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 Bank Management only in this summary statistical form, to assure the confidentiality of responses.

Survey results: See the tables below, which show the number and percentage of responses for each question and each choice.

**2007 Annual Employee Survey Results for
Export Import Bank of the United States
All Respondents**

Surveys Returned:
269

Surveys Sent: 362

Response Rate: 74%

Prescribed Questions: Personal Work Experiences								
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree		Total
1. The people I work with cooperate to get the job done.	Frequencies	77	145	25	18	3		268
	Percentages	28.7%	54.1%	9.3%	6.7%	1.1%		100.0%
2. I am given a real opportunity to improve my skills in my organization.	Frequencies	56	114	44	34	21		269
	Percentages	20.8%	42.4%	16.4%	12.6%	7.8%		100.0%
3. My work gives me a feeling of personal accomplishment.	Frequencies	83	121	28	29	8		269
	Percentages	30.9%	45.0%	10.4%	10.8%	3.0%		100.0%
4. I like the kind of work I do.	Frequencies	109	116	32	8	2		267
	Percentages	40.8%	43.4%	12.0%	3.0%	0.7%		100.0%
5. I have trust and confidence in my supervisor.	Frequencies	91	87	45	19	27		269
	Percentages	33.8%	32.3%	16.7%	7.1%	10.0%		100.0%
Item Text		Very Good	Good	Fair	Poor	Very Poor		Total
6. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	Frequencies	101	74	55	14	22		266
	Percentages	38.0%	27.8%	20.7%	5.3%	8.3%		100.0%

Prescribed Questions: Recruitment, Development, & Retention								
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
7. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	Frequencies	57	145	37	23	5	2	269
	Percentages	21.2%	53.9%	13.8%	8.6%	1.9%	0.7%	100.0%
8. My work unit is able to recruit people with the right skills.	Frequencies	45	109	54	35	15	11	269
	Percentages	16.7%	40.5%	20.1%	13.0%	5.6%	4.1%	100.0%
9. I know how my work relates to the agency's goals and priorities.	Frequencies	97	139	11	8	11	3	269
	Percentages	36.1%	51.7%	4.1%	3.0%	4.1%	1.1%	100.0%
10. The work I do is important.	Frequencies	120	121	20	3	3	2	269
	Percentages	44.6%	45.0%	7.4%	1.1%	1.1%	0.7%	100.0%
11. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	Frequencies	39	123	53	37	16	1	269
	Percentages	14.5%	45.7%	19.7%	13.8%	5.9%	0.4%	100.0%
12. Supervisors/team leaders in my work unit support employee development.	Frequencies	72	103	43	19	25	7	269
	Percentages	26.8%	38.3%	16.0%	7.1%	9.3%	2.6%	100.0%
13. My talents are used well in the workplace.	Frequencies	58	108	38	31	27	7	269
	Percentages	21.6%	40.1%	14.1%	11.5%	10.0%	2.6%	100.0%
14. My training needs are assessed.	Frequencies	36	98	65	47	18	5	269
	Percentages	13.4%	36.4%	24.2%	17.5%	6.7%	1.9%	100.0%

Prescribed Questions: Performance Culture								
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
15. Promotions in my work unit are based on merit.	Frequencies	39	70	58	45	39	18	269
	Percentages	14.5%	26.0%	21.6%	16.7%	14.5%	6.7%	100.0%
16. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	Frequencies	24	56	73	50	32	34	269
	Percentages	8.9%	20.8%	27.1%	18.6%	11.9%	12.6%	100.0%
17. Creativity and innovation are rewarded.	Frequencies	39	80	63	40	36	11	269
	Percentages	14.5%	29.7%	23.4%	14.9%	13.4%	4.1%	100.0%
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	No Basis to Judge	Total
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).	Frequencies	70	117	33	17	20	12	269
	Percentages	26.0%	43.5%	12.3%	6.3%	7.4%	4.5%	100.0%
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
19. In my work unit, differences in performance are recognized in a meaningful way.	Frequencies	37	79	55	49	35	14	269
	Percentages	13.8%	29.4%	20.4%	18.2%	13.0%	5.2%	100.0%
20. Pay raises depend on how well employees perform their jobs.	Frequencies	21	61	71	49	50	17	269
	Percentages	7.8%	22.7%	26.4%	18.2%	18.6%	6.3%	100.0%
21. My performance appraisal is a fair reflection of my performance.	Frequencies	71	122	30	24	18	4	269
	Percentages	26.4%	45.4%	11.2%	8.9%	6.7%	1.5%	100.0%
22. Discussions with my supervisor/ team leader about my performance are worthwhile.	Frequencies	60	103	45	24	33	4	269
	Percentages	22.3%	38.3%	16.7%	8.9%	12.3%	1.5%	100.0%
23. Managers/supervisors/team leaders work well with employees of different backgrounds.	Frequencies	63	108	45	19	25	9	269
	Percentages	23.4%	40.1%	16.7%	7.1%	9.3%	3.3%	100.0%
24. My supervisor supports my need to balance work and family issues.	Frequencies	112	92	42	10	8	5	269
	Percentages	41.6%	34.2%	15.6%	3.7%	3.0%	1.9%	100.0%

Prescribed Questions: Leadership								
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
25. I have a high level of respect for my organization's senior leaders.	Frequencies	54	82	70	32	30	1	269
	Percentages	20.1%	30.5%	26.0%	11.9%	11.2%	0.4%	100.0%
26. In my organization, leaders generate high levels of motivation and commitment in the workforce.	Frequencies	36	75	63	53	39	3	269
	Percentages	13.4%	27.9%	23.4%	19.7%	14.5%	1.1%	100.0%
27. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	Frequencies	27	98	73	30	24	17	269
	Percentages	10.0%	36.4%	27.1%	11.2%	8.9%	6.3%	100.0%
28. Employees are protected from health and safety hazards on the job.	Frequencies	47	133	43	24	8	14	269
	Percentages	17.5%	49.4%	16.0%	8.9%	3.0%	5.2%	100.0%
29. Employees have a feeling of personal empowerment with respect to work processes.	Frequencies	27	89	65	52	31	5	269
	Percentages	10.0%	33.1%	24.2%	19.3%	11.5%	1.9%	100.0%
30. My workload is reasonable.	Frequencies	37	144	38	33	15	2	269
	Percentages	13.8%	53.5%	14.1%	12.3%	5.6%	0.7%	100.0%
31. Managers communicate the goals and priorities of the organization.	Frequencies	39	111	57	28	34	0	269
	Percentages	14.5%	41.3%	21.2%	10.4%	12.6%	0.0%	100.0%
32. My organization has prepared employees for potential security threats.	Frequencies	52	129	50	23	11	4	269
	Percentages	19.3%	48.0%	18.6%	8.6%	4.1%	1.5%	100.0%

Prescribed Questions: Job Satisfaction								
Item Text		Very Satisfied	Satisfied	Neither	Dis-satisfied	Very Dis-satisfied		Total
33. How satisfied are you with the information you receive from management on what's going on in your organization?	Frequencies	32	103	66	46	22		269
	Percentages	11.9%	38.3%	24.5%	17.1%	8.2%		100.0%
34. How satisfied are you with your involvement in decisions that affect your work?	Frequencies	34	92	69	47	27		269
	Percentages	12.6%	34.2%	25.7%	17.5%	10.0%		100.0%
35. How satisfied are you with your opportunity to get a better job in your organization?	Frequencies	28	71	88	54	28		269
	Percentages	10.4%	26.4%	32.7%	20.1%	10.4%		100.0%
36. How satisfied are you with the recognition you receive for doing a good job?	Frequencies	55	104	44	43	23		269
	Percentages	20.4%	38.7%	16.4%	16.0%	8.6%		100.0%
37. How satisfied are you with the policies and practices of your senior leaders?	Frequencies	35	85	69	56	22		267
	Percentages	13.1%	31.8%	25.8%	21.0%	8.2%		100.0%
38. How satisfied are you with the training you receive for your present job?	Frequencies	41	98	76	41	13		269
	Percentages	15.2%	36.4%	28.3%	15.2%	4.8%		100.0%
39. Considering everything, how satisfied are you with your job?	Frequencies	61	109	54	35	10		269
	Percentages	22.7%	40.5%	20.1%	13.0%	3.7%		100.0%
40. Considering everything, how satisfied are you with your pay?	Frequencies	32	92	65	54	23		266
	Percentages	12.0%	34.6%	24.4%	20.3%	8.6%		100.0%