

**2006 Federal Human Capital Survey
Department of Health and Human Services - Program Support Center Report**

Number of Surveys Returned: 622

This is a summary-by-question of your agency's/sub-agency's response to the 2006 Federal Human Capital Survey. This summary displays results by Positive, Neutral, Negative, and where applicable, Do Not Know or No Basis to Judge responses. As shown below, for each response scale two responses are categorized as "Positive", one response is categorized as "Neutral", and two responses are categorized as "Negative".

		<i>Neither Agree nor Disagree</i>		
<i>Strongly Agree</i>	<i>Agree</i>	<i>Neither Agree nor Disagree</i>		<i>Do Not Know</i>
		<i>Neither Satisfied nor Dissatisfied</i>		
<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neither Satisfied nor Dissatisfied</i>		<i>No Basis to Judge</i>
<i>Very Good</i>		<i>Fair</i>		

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

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

Department of Health and Human Services - Program Support Center Report

Personal Work Experiences

01 The people I work with cooperate to get the job done.

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2006 Program Support Center	82.4%	8.8%	8.8%

02 I am given a real opportunity to improve my skills in my organization.

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2006 Program Support Center	60.4%	20.4%	19.3%

03 I have enough information to do my job well.

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2006 Program Support Center	72.0%	15.5%	12.5%

04 I feel encouraged to come up with new and better ways of doing things.

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2006 Program Support Center	63.7%	18.6%	17.7%

05 My work gives me a feeling of personal accomplishment.

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2006 Program Support Center	71.2%	15.9%	13.0%

06 I like the kind of work I do.

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2006 Program Support Center	79.1%	13.8%	7.1%

07 I have trust and confidence in my supervisor.

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2006 Program Support Center	62.5%	20.1%	17.4%

08 I recommend my organization as a good place to work.

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2006 Program Support Center	50.9%	24.7%	24.5%

09 Overall, how good a job do you feel is being done by your immediate supervisor/team leader?

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2006 Program Support Center	65.2%	21.7%	13.1%

10 How would you rate the overall quality of work done by your work group?

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2006 Program Support Center	82.8%	14.0%	3.2%

Department of Health and Human Services - Program Support Center Report

Recruitment, Development, & Retention

11 *The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	65.4%	17.6%	15.0%	2.0%

12 *My supervisor supports my need to balance work and family issues.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	80.5%	11.4%	7.3%	0.8%

13 *Supervisors/team leaders in my work unit provide employees with the opportunities to demonstrate their leadership skills.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	60.2%	23.0%	16.5%	0.3%

14 *My work unit is able to recruit people with the right skills.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	42.0%	28.3%	25.7%	4.0%

15 *The skill level in my work unit has improved in the past year.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	48.9%	27.4%	20.1%	3.7%

16 *I have sufficient resources (for example, people, materials, budget) to get my job done.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	49.9%	17.9%	30.9%	1.3%

17 *My workload is reasonable.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	55.3%	17.7%	25.9%	1.0%

18 *My talents are used well in the workplace.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	61.4%	17.5%	20.5%	0.7%

19 *I know how my work relates to the agency's goals and priorities.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	82.5%	10.8%	6.1%	0.7%

20 *The work I do is important.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	90.2%	7.1%	2.2%	0.5%

21 *Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	74.0%	14.0%	11.9%	0.2%

Performance Culture

22 *Promotions in my work unit are based on merit.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	37.5%	27.0%	29.4%	6.1%

23 *In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	30.9%	26.3%	33.5%	9.3%

24 *Employees have a feeling of personal empowerment with respect to work processes.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	41.6%	29.9%	25.6%	2.9%

25 *Employees are rewarded for providing high quality products and services to customers.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	49.2%	21.5%	27.0%	2.4%

26 *Creativity and innovation are rewarded.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	40.4%	31.3%	23.7%	4.6%

27 *Pay raises depend on how well employees perform their jobs.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	27.0%	28.3%	37.6%	7.1%

28 *Awards in my work unit depend on how well employees perform their jobs.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	41.1%	20.8%	31.8%	6.4%

29 *In my work unit, differences in performance are recognized in a meaningful way.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	32.3%	29.7%	31.3%	6.7%

30 *My performance appraisal is a fair reflection of my performance.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	61.6%	22.1%	13.1%	3.1%

31 *Discussions with my supervisor/team leader about my performance are worthwhile.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	55.8%	22.4%	18.7%	3.1%

32 *I am held accountable for achieving results.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	81.9%	12.0%	4.7%	1.4%

33 *Supervisors/team leaders in my work unit are committed to a workforce representative of all segments of society.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	52.3%	27.3%	11.9%	8.6%

34 *Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	52.1%	27.3%	12.2%	8.4%

35 *Managers/supervisors/team leaders work well with employees of different backgrounds.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	60.0%	23.3%	12.2%	4.5%

Department of Health and Human Services - Program Support Center Report

Leadership

36 *I have a high level of respect for my organization's senior leaders.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	47.6%	27.6%	24.2%	0.6%

37 *In my organization, leaders generate high levels of motivation and commitment in the workforce.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	39.4%	28.8%	30.1%	1.7%

38 *My organization's leaders maintain high standards of honesty and integrity.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	46.5%	29.9%	18.3%	5.4%

39 *Managers communicate the goals and priorities of the organization.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	61.8%	20.1%	17.0%	1.0%

40 *Managers review and evaluate the organization's progress toward meeting its goals and objectives.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	58.3%	24.9%	11.2%	5.7%

41 *Employees are protected from health and safety hazards on the job.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	73.0%	18.2%	5.6%	3.3%

42 *My organization has prepared employees for potential security threats.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	59.9%	22.1%	14.6%	3.4%

43 *Complaints, disputes or grievances are resolved fairly in my work unit.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	36.4%	29.0%	17.5%	17.1%

44 *Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	42.3%	25.7%	21.0%	11.0%

45 *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.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	56.7%	21.6%	10.0%	11.8%

46 *I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	42.6%	29.2%	16.1%	12.1%

Learning (Knowledge Management)

47 *Supervisors/team leaders provide employees with constructive suggestions to improve their job performance.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	55.7%	23.5%	19.1%	1.7%

48 *Supervisors/team leaders in my work unit support employee development.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	62.3%	20.4%	16.8%	0.5%

49 *Employees have electronic access to learning and training programs readily available at their desk.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	66.4%	17.4%	12.7%	3.6%

50 *My training needs are assessed.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	48.7%	25.8%	23.3%	2.2%

51 *Managers promote communication among different work units (for example, about projects, goals, needed resources).*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	52.1%	22.8%	22.2%	3.0%

52 *Employees in my work unit share job knowledge with each other.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	69.5%	15.5%	14.6%	0.5%

53 *Employees use information technology (for example, intranet, shared networks) to perform work.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>Don't Know</i>
2006 Program Support Center	87.9%	7.4%	4.3%	0.5%

Job Satisfaction

54 *How satisfied are you with your involvement in decisions that affect your work?*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2006 Program Support Center	52.7%	21.2%	26.1%

55 *How satisfied are you with the information you receive from management on what's going on in your organization?*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2006 Program Support Center	46.3%	26.1%	27.6%

56 *How satisfied are you with the recognition you receive for doing a good job?*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2006 Program Support Center	47.1%	25.6%	27.3%

57 *How satisfied are you with the policies and practices of your senior leaders?*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2006 Program Support Center	40.7%	29.9%	29.4%

58 *How satisfied are you with your opportunity to get a better job in your organization?*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2006 Program Support Center	36.8%	33.1%	30.1%

59 *How satisfied are you with the training you receive for your present job?*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2006 Program Support Center	46.6%	30.6%	22.8%

60 *Considering everything, how satisfied are you with your job?*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2006 Program Support Center	61.3%	20.4%	18.3%

61 *Considering everything, how satisfied are you with your pay?*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2006 Program Support Center	61.0%	21.5%	17.5%

62 *Considering everything, how satisfied are you with your organization?*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2006 Program Support Center	50.0%	24.7%	25.3%

Department of Health and Human Services - Program Support Center Report

Satisfaction with Benefits

63 *How satisfied are you with retirement benefits?*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>No Basis to Judge</i>
2006 Program Support Center	67.4%	15.9%	6.9%	9.8%

64 *How satisfied are you with health insurance benefits?*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>No Basis to Judge</i>
2006 Program Support Center	68.3%	15.1%	12.2%	4.5%

65 *How satisfied are you with life insurance benefits?*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>No Basis to Judge</i>
2006 Program Support Center	65.7%	19.7%	5.5%	9.0%

66 *How satisfied are you with long term care insurance benefits?*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>No Basis to Judge</i>
2006 Program Support Center	36.1%	25.7%	4.8%	33.5%

67 *How satisfied are you with the flexible spending account (FSA) program?*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>No Basis to Judge</i>
2006 Program Support Center	40.2%	24.1%	2.4%	33.3%

68 *How satisfied are you with paid vacation time?*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2006 Program Support Center	89.4%	6.9%	3.7%

69 *How satisfied are you with paid leave for illness (for example, personal), including family care situations (for example, childbirth/adoption or eldercare)?*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2006 Program Support Center	88.1%	7.8%	4.1%

70 *How satisfied are you with child care subsidies?*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>No Basis to Judge</i>
2006 Program Support Center	12.0%	23.6%	3.7%	60.8%

71 *How satisfied are you with work/life programs (for example, health and wellness, employee assistance, eldercare, and support groups)?*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>No Basis to Judge</i>
2006 Program Support Center	36.2%	24.5%	3.7%	35.5%

72 *How satisfied are you with telework/telecommuting?*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>No Basis to Judge</i>
2006 Program Support Center	27.2%	18.7%	18.2%	35.8%

73 *How satisfied are you with alternative work schedules?*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>	<i>No Basis to Judge</i>
2006 Program Support Center	60.2%	16.3%	9.7%	13.8%

74. Where do you work?

<i>Headquarters</i>	<i>53%</i>
<i>Field</i>	<i>47%</i>

75. What is your supervisory status?

<i>Non-Supervisor</i>	<i>66%</i>
<i>Team Leader</i>	<i>14%</i>
<i>Supervisor</i>	<i>10%</i>
<i>Manager</i>	<i>8%</i>
<i>Executive</i>	<i>1%</i>

76. Are you:

<i>Male</i>	<i>34%</i>
<i>Female</i>	<i>66%</i>

77. Are you Hispanic or Latino?

<i>Yes</i>	<i>5%</i>
<i>No</i>	<i>95%</i>

78. Are you:

<i>White</i>	<i>55%</i>
<i>Black or African American</i>	<i>36%</i>
<i>Native Hawaiian or Other Pacific Islander</i>	<i>0%</i>
<i>Asian</i>	<i>5%</i>
<i>American Indian or Alaska Native</i>	<i>1%</i>
<i>Two or more races (Not Hispanic or Latino)</i>	<i>3%</i>

79. What is your age group?

<i>25 and under</i>	<i>1%</i>
<i>26 - 29</i>	<i>3%</i>
<i>30 - 39</i>	<i>16%</i>
<i>40 - 49</i>	<i>33%</i>
<i>50 - 59</i>	<i>39%</i>
<i>60 or older</i>	<i>8%</i>

80. What is your pay category/grade?

<i>Federal Wage System</i>	<i>1%</i>
<i>GS 1-6</i>	<i>5%</i>
<i>GS 7-12</i>	<i>42%</i>
<i>GS 13-15</i>	<i>50%</i>
<i>Senior Executive Service</i>	<i>1%</i>
<i>Senior Level (SL) or Scientific or Professional (ST)</i>	<i>0%</i>
<i>Other</i>	<i>1%</i>

81. How long have you been with the Federal Government (excluding military service)?

<i>Less than 1 year</i>	<i>2%</i>
<i>1 to 3 years</i>	<i>6%</i>
<i>4 to 5 years</i>	<i>6%</i>
<i>6 to 10 years</i>	<i>13%</i>
<i>11 to 20 years</i>	<i>29%</i>
<i>More than 20 years</i>	<i>44%</i>

82. How long have you been with your current agency?

<i>Less than 1 year</i>	<i>5%</i>
<i>1 to 3 years</i>	<i>17%</i>
<i>4 to 5 years</i>	<i>12%</i>
<i>6 to 10 years</i>	<i>19%</i>
<i>11 to 20 years</i>	<i>27%</i>
<i>More than 20 years</i>	<i>20%</i>

83. Are you considering leaving your organization within the next year?

<i>No</i>	<i>62%</i>
<i>Yes, to retire</i>	<i>7%</i>
<i>Yes, to take another job in the Federal Government</i>	<i>23%</i>
<i>Yes, to take another job outside the Federal Government</i>	<i>3%</i>
<i>Yes, other</i>	<i>5%</i>

84. I am planning to retire:

<i>Within one year</i>	<i>4%</i>
<i>Between one and three years</i>	<i>13%</i>
<i>Between three and five years</i>	<i>15%</i>
<i>Five or more years</i>	<i>68%</i>