

OFHEO 2007 Annual Employee Survey Results

HOW THE SURVEY WAS CONDUCTED

OFHEO contracted with OPM to implement its first Annual Employee Survey through OPM's web-based system. OFHEO used the 40 survey questions specified in OPM's guidance. The survey was conducted online from July 9, 2007 until August 3, 2007.

DESCRIPTION OF SAMPLE

All 216 full-time permanent employees on board at the end of June 2007 were invited to take the survey. OFHEO received 186 responses, an 86% response rate. Survey responses indicated the following demographic results:

Demographic Questions	Percent of OFHEO Employees	Percent of Survey Respondents
What is your supervisory status?		
Staff Member	77%	76%
Supervisor/Manager	15%	17%
Executive	8%	7%
	100%	100%

EVALUATION OF RESULTS

Overall, OFHEO's results were very positive and OFHEO scored higher than the government-wide 2006 Federal Human Capital Survey (FHCS) results on over two-thirds of the questions. Seven of the ten most favorable responses for OFHEO were also among the ten most favorable government-wide in the 2006 FHCS; seven of the ten least favorable responses for OFHEO were also among the ten least favorable in the 2006 FHCS. This is OFHEO's first year conducting the survey, so the results are encouraging.

The 40 survey questions were broken into five categories: personal work experience; recruitment, development and retention; performance culture; leadership; and job satisfaction. OFHEO did best in the personal work experience and recruitment, development and retention. The three highest scoring questions were:

- I know how my work relates to the agency's goals and priorities. (94% positive rating)
- The work I do is important. (88% positive rating)
- My supervisor supports my need to balance work and family issues. (83% positive rating)

The questions with high positive response rates represent strengths of the agency that OFHEO must work to maintain.

The survey responses also help to identify areas that are challenges for OFHEO. The agency needs to work on improvements in job satisfaction and performance culture. The three questions with the least favorable responses were:

- Employees have a feeling of personal empowerment with respect to work processes. (34% negative rating)
- How satisfied are you with your opportunity to get a better job in your organization? (33% negative rating)
- How satisfied are you with your involvement in decisions that affect your work? (32% negative rating)

The questions with high negative response rates represent areas that the agency needs to work on and take proactive steps to improve. OFHEO has begun this process through the formation of focus groups to create action plans that will help the agency improve over time.

OFHEO 2007 Annual Employee Survey Results

SURVEY QUESTIONS AND RESPONSES

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	45	101	18	17	5	186
	Percentages	24.20%	54.30%	9.70%	9.10%	2.70%	100.00%
2. I am given a real opportunity to improve my skills in my organization.	Frequencies	39	90	37	19	1	186
	Percentages	21.00%	48.40%	19.90%	10.20%	0.50%	100.00%
3. My work gives me a feeling of personal accomplishment.	Frequencies	45	82	32	23	3	185
	Percentages	24.30%	44.30%	17.30%	12.40%	1.60%	100.00%
4. I like the kind of work I do.	Frequencies	62	86	28	9	1	186
	Percentages	33.30%	46.20%	15.10%	4.80%	0.50%	100.00%
5. I have trust and confidence in my supervisor.	Frequencies	68	65	28	16	9	186
	Percentages	36.60%	34.90%	15.10%	8.60%	4.80%	100.00%
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	65	62	39	14	6	186
	Percentages	34.90%	33.30%	21.00%	7.50%	3.20%	100.00%

OFHEO 2007 Annual Employee Survey Results

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	46	90	30	14	3	2	185
	Percentages	24.90%	48.60%	16.20%	7.60%	1.60%	1.10%	100.00%
8. My work unit is able to recruit people with the right skills.	Frequencies	40	72	34	26	7	7	186
	Percentages	21.50%	38.70%	18.30%	14.00%	3.80%	3.80%	100.00%
9. I know how my work relates to the agency's goals and priorities.	Frequencies	98	77	8	1	0	2	186
	Percentages	52.70%	41.40%	4.30%	0.50%	0.00%	1.10%	100.00%
10. The work I do is important.	Frequencies	87	76	17	3	0	3	186
	Percentages	46.80%	40.90%	9.10%	1.60%	0.00%	1.60%	100.00%
11. Physical conditions (for example, noise, temperature, lighting, cleanliness) allow employees to perform their jobs well.	Frequencies	70	79	18	16	1	2	186
	Percentages	37.60%	42.50%	9.70%	8.60%	0.50%	1.10%	100.00%
12. Supervisors/team leaders in my work unit support employee development.	Frequencies	64	81	20	15	3	3	186
	Percentages	34.40%	43.50%	10.80%	8.10%	1.60%	1.60%	100.00%
13. My talents are used well in the workplace.	Frequencies	47	66	35	23	8	4	183
	Percentages	25.70%	36.10%	19.10%	12.60%	4.40%	2.20%	100.00%
14. My training needs are assessed.	Frequencies	29	85	39	25	4	3	185
	Percentages	15.70%	45.90%	21.10%	13.50%	2.20%	1.60%	100.00%

OFHEO 2007 Annual Employee Survey Results

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	32	57	33	29	18	17	186
	Percentages	17.20%	30.60%	17.70%	15.60%	9.70%	9.10%	100.00%
16. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	Frequencies	17	60	35	34	11	29	186
	Percentages	9.10%	32.30%	18.80%	18.30%	5.90%	15.60%	100.00%
17. Creativity and innovation are rewarded.	Frequencies	24	64	45	35	10	8	186
	Percentages	12.90%	34.40%	24.20%	18.80%	5.40%	4.30%	100.00%
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	38	72	22	30	14	10	186
	Percentages	20.40%	38.70%	11.80%	16.10%	7.50%	5.40%	100.00%
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	19	56	38	40	10	22	185
	Percentages	10.30%	30.30%	20.50%	21.60%	5.40%	11.90%	100.00%
20. Pay raises depend on how well employees perform their jobs.	Frequencies	28	65	27	37	14	15	186
	Percentages	15.10%	34.90%	14.50%	19.90%	7.50%	8.10%	100.00%
21. My performance appraisal is a fair reflection of my performance.	Frequencies	44	65	30	24	16	6	185
	Percentages	23.80%	35.10%	16.20%	13.00%	8.60%	3.20%	100.00%
22. Discussions with my supervisor/team leader about my performance are worthwhile.	Frequencies	42	69	35	22	12	5	185
	Percentages	22.70%	37.30%	18.90%	11.90%	6.50%	2.70%	100.00%
23. Managers/supervisors/team leaders work well with employees of different backgrounds.	Frequencies	42	80	33	14	11	6	186
	Percentages	22.60%	43.00%	17.70%	7.50%	5.90%	3.20%	100.00%
24. My supervisor supports my need to balance work and family issues.	Frequencies	84	71	20	5	2	4	186
	Percentages	45.20%	38.20%	10.80%	2.70%	1.10%	2.20%	100.00%

OFHEO 2007 Annual Employee Survey Results

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	33	73	40	27	10	2	185
	Percentages	17.80%	39.50%	21.60%	14.60%	5.40%	1.10%	100.00%
26. In my organization, leaders generate high levels of motivation and commitment in the workforce.	Frequencies	20	59	47	41	14	4	185
	Percentages	10.80%	31.90%	25.40%	22.20%	7.60%	2.20%	100.00%
27. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	Frequencies	28	96	37	11	4	9	185
	Percentages	15.10%	51.90%	20.00%	5.90%	2.20%	4.90%	100.00%
28. Employees are protected from health and safety hazards on the job.	Frequencies	54	97	14	7	1	12	185
	Percentages	29.20%	52.40%	7.60%	3.80%	0.50%	6.50%	100.00%
29. Employees have a feeling of personal empowerment and ownership of work processes.	Frequencies	15	55	39	52	11	13	185
	Percentages	8.10%	29.70%	21.10%	28.10%	5.90%	7.00%	100.00%
30. My workload is reasonable.	Frequencies	23	116	24	12	7	2	184
	Percentages	12.50%	63.00%	13.00%	6.50%	3.80%	1.10%	100.00%
31. Managers communicate the goals and priorities of the organization.	Frequencies	35	92	21	29	5	3	185
	Percentages	18.90%	49.70%	11.40%	15.70%	2.70%	1.60%	100.00%
32. My organization has prepared employees for potential security threats.	Frequencies	25	91	28	20	10	11	185
	Percentages	13.50%	49.20%	15.10%	10.80%	5.40%	5.90%	100.00%

OFHEO 2007 Annual Employee Survey Results

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	23	59	45	48	9		184
	Percentages	12.50%	32.10%	24.50%	26.10%	4.90%		100.00%
34. How satisfied are you with your involvement in decisions that affect your work?	Frequencies	23	57	45	52	7		184
	Percentages	12.50%	31.00%	24.50%	28.30%	3.80%		100.00%
35. How satisfied are you with your opportunity to get a better job in your organization?	Frequencies	18	40	66	47	13		184
	Percentages	9.80%	21.70%	35.90%	25.50%	7.10%		100.00%
36. How satisfied are you with the recognition you receive for doing a good job?	Frequencies	36	60	49	25	14		184
	Percentages	19.60%	32.60%	26.60%	13.60%	7.60%		100.00%
37. How satisfied are you with the policies and practices of your senior leaders?	Frequencies	16	58	56	33	21		184
	Percentages	8.70%	31.50%	30.40%	17.90%	11.40%		100.00%
38. How satisfied are you with the training you receive for your present job?	Frequencies	32	90	44	15	3		184
	Percentages	17.40%	48.90%	23.90%	8.20%	1.60%		100.00%
39. Considering everything, how satisfied are you with your job?	Frequencies	39	81	38	22	4		184
	Percentages	21.20%	44.00%	20.70%	12.00%	2.20%		100.00%
40. Considering everything, how satisfied are you with your pay?	Frequencies	43	87	33	20	1		184
	Percentages	23.40%	47.30%	17.90%	10.90%	0.50%		100.00%