

Department of Homeland Security: 2007 Annual Employee Survey (AES)

Component-Level Results
(Transportation Security Administration)

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2007 DEPARTMENT OF HOMELAND SECURITY ANNUAL EMPLOYEE SURVEY: SURVEY BACKGROUND

SURVEY OBJECTIVE

The 2007 DHS Annual Employee Survey (AES) was conducted to collect data on DHS employees' perceptions of workforce management, organizational accomplishments, agency goals, leadership, and communication. DHS agency managers will use the findings to help sharpen polices for improving our agency performance.

QUESTIONNAIRE CONTENT

The survey included a total of 78 items/subitems – 45 OPM prescribed items (40 survey questions and 5 demographic items), 5 additional demographic questions, and 28 DHS agency-specific items.

DATA COLLECTION

Method. The survey sample included a total of 141,425 DHS employees across the 13 organizational components. The survey was administered electronically from October 26 through December 21, 2007. The sample was designed to ensure representative survey results would be reported by component and supervisory status (i.e., non-supervisory, supervisors and managers, and executives) as well as for the overall DHS workforce.

Response Rate. A total of 65,753 of 141,160 eligible employees responded to the survey, for a DHS-wide response rate of 47%.

REPORTED DATA

The percentages presented in report tables are weighted data that are representative of the survey population of the DHS workforce. Data collected from DHS AES respondents were weighted to produce survey estimates that accurately represented the DHS population. This process did not change any answers; rather, it adjusted for over- and under-represented groups of respondents.

SURVEY ITEMS AND RESPONSE CHOICES

Three 5-point Likert-type response scales were used in the survey: (a) Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree; (b) Very Satisfied, Satisfied, Neither Satisfied nor Dissatisfied, Dissatisfied, Very Dissatisfied; and (c) Very Good, Good, Fair, Poor, Very Poor. For questions 6 through 31 of the survey, respondents had the additional option of answering Do Not Know or No Basis to Judge.

The tables throughout the remaining sections of this report contain the percentages of positive, neutral, and negative perceptions for each survey item (all percentages in this document have been rounded to whole numbers). For most items, Positive, Neutral, and Negative were defined as follows:

Percent Positive: the combined percentages of respondents (DHS agency-wide or specific component level) who answered *Strongly Agree or Agree*, or *Very Satisfied or Satisfied*, or *Very Good or Good*, depending on the response categories used for the item.

Percent Neutral: the percentage of respondents choosing the middle response option in the 5-point scale (*Neither Agree Nor Disagree*, *Neither Satisfied Nor Dissatisfied*, *Fair*).

Percent Negative: the combined percentages of respondents answering *Strongly Disagree* or *Disagree*, or *Very Dissatisfied* or *Dissatisfied*, depending on the response categories used for the item.

Survey Response Categories					
Positive		Neutral	Negative		Don't Know/ No Basis to Judge
Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Don't Know
Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	No Basis to Judge
Very Good	Good	Fair	Poor	Very Poor	NA

HCAAF INDEX-LEVEL PERCENT POSITIVE RESPONSE

Thirty-nine items were combined to form the four Human Capital Assessment and Accountability Framework (HCAAF) Indices. The index scores were calculated for each component and DHS overall by averaging the percent positive response on the items within an index. For example, for a 4-item index, if the item-level percent positive responses were 50 percent, 45 percent, 30 percent, and 35 percent, the component’s HCAAF-level percent positive response would be the average of these four percentages or $(50\% + 45\% + 30\% + 35\%)/4 = 40\%$ positive.

COMPARING YOUR SURVEY RESULTS

Statistical significant differences between percentages. You may be interested in determining the statistical significance of differences between your component organization and DHS overall. Statistical significance is influenced by sample sizes, so that as the number of observations in comparison groups gets larger, small differences in scores will end up being statistically significant. While a 1 percent difference between percent positive scores might be statistically significant (that is, not due to chance), the difference is not likely to be meaningful or important, and nonsignificant differences are not always trivial.

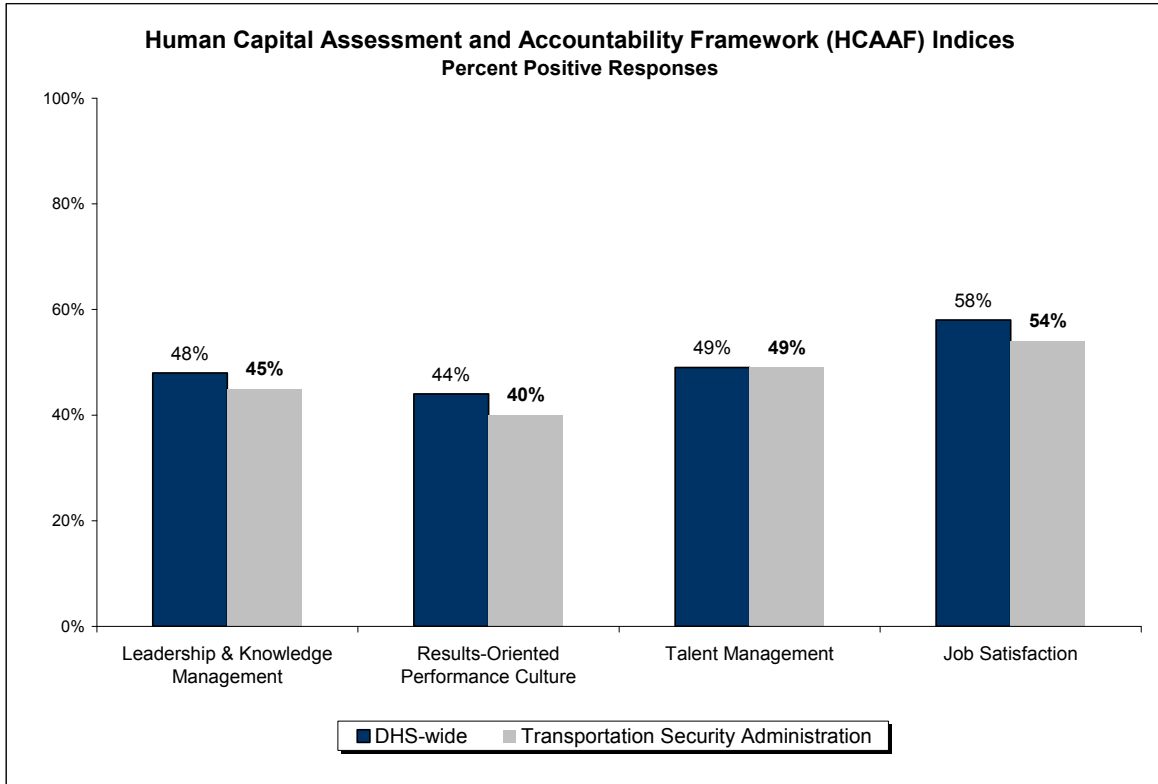
It is often useful to apply rules of thumb to determine the “notable” and “meaningful” results especially when comparing your 2007 DHS AES results to 2004 and 2006 Federal Human Capital Survey benchmark results. Therefore, we recommend the following guidelines:

- 5 percentage points.** A difference of 5 percentage points or more is notable (e.g., increased by 5 percentage points from 2006 to 2007 or a difference of 5 percentage points or more between subcomponent results).
- Strengths.** Survey items that are 65 percent or more positive are considered an area of strength.
- Challenges.** Survey items that are 35 percent or more negative are areas of weaknesses.
- Neutral.** Responses that are 30 percent or more neutral may indicate opportunities for more communication.

HUMAN CAPITAL ASSESSMENT AND ACCOUNTABILITY FRAMEWORK

The Transportation Security Administration protects the Nation's transportation systems to ensure freedom of movement for people and commerce.

This graph shows your 2007 component results compared with DHS agency-wide results for the four HCAAF Indices. The HCAAF indices are: Leadership and Knowledge Management, Results-Oriented Performance Culture, Talent Management, and Job Satisfaction.



Leadership & Knowledge Management: the extent our employees hold leadership in high regards; this index captures both overall as well as specific aspects of leadership. (See survey items: 5, 22, 24, 25, 26, 27, 29, 30, 31, 50, 54a, and 58)

Results-Oriented Performance Culture: the extent employees believe DHS culture promotes improvements in process, products and services, and organizational outcomes. (See survey items: 1, 8, 10, 14, 15, 16, 18, 19, 20, 21, 23, 28, and 53)

Talent Management: the extent our employees believe DHS has the talent required to accomplish our organizational goals. (See survey items: 2, 6, 7, 11, 12, 13, and 55)

Job Satisfaction: the extent our employees are satisfied with their jobs. (See survey items: 3, 4, 9, 51, 52, 56, and 57)

TREND ANALYSIS

This is a summary of employee responses to the 2007 DHS Annual Employee Survey. Question-level results have been calculated for your component organization and compared to your results for the 2004 and 2006 Federal Human Capital Surveys. These trend data are presented in this report according to the question order in the survey. As shown in the table below, the results have been grouped into Positive, Neutral, Negative, and Don't Know (Do Not Know/No Basis to Judge) categories (as applicable); NA indicates data were not available for comparison.

<i>1. The people I work with cooperate to get the job done.</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	76.6	12.3	11.1
2006 FHCS	78.2	11.5	10.3
2004 FHCS	85.4	9.0	5.6

<i>2. I am given a real opportunity to improve my skills in my organization.</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	47.5	21.6	30.8
2006 FHCS	43.3	23.5	33.2
2004 FHCS	42.4	22.6	35.0

<i>3. My work gives me a feeling of personal accomplishment.</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	62.6	18.7	18.8
2006 FHCS	57.4	22.4	20.3
2004 FHCS	54.7	21.4	24.0

<i>4. I like the kind of work I do.</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	78.0	15.0	7.1
2006 FHCS	74.6	16.3	9.1
2004 FHCS	71.6	17.7	10.7

<i>5. I have trust and confidence in my supervisor.</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	56.8	19.8	23.5
2006 FHCS	48.7	18.9	32.4
2004 FHCS	NA	NA	NA

<i>6. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	67.9	16.9	14.7	0.5
2006 FHCS	67.4	16.7	15.6	0.3
2004 FHCS	59.4	23.6	16.5	0.6

<i>7. My work unit is able to recruit people with the right skills.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	32.8	31.6	33.0	2.6
2006 FHCS	28.5	29.2	36.8	5.6
2004 FHCS	22.0	34.5	38.8	4.7

<i>8. I know how my work relates to the agency's goals and priorities.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	82.5	10.5	6.5	0.5
2006 FHCS	77.5	12.1	9.6	0.8
2004 FHCS	80.6	11.6	7.6	0.3

<i>9. The work I do is important.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	93.3	4.6	1.9	0.2
2006 FHCS	92.2	5.8	1.7	0.4
2004 FHCS	93.7	4.1	2.2	0.1

<i>10. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	48.5	16.2	34.5	0.9
2006 FHCS	40.1	16.3	42.5	1.1
2004 FHCS	39.3	14.3	45.3	1.0

<i>11. Supervisors/team leaders in my work unit support employee development.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	47.9	21.9	28.8	1.4
2006 FHCS	49.3	23.0	27.3	0.4
2004 FHCS	44.3	27.5	28.0	0.2

<i>12. My talents are used well in the workplace.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	45.5	20.0	33.3	1.2
2006 FHCS	37.5	20.0	41.3	1.2
2004 FHCS	37.2	16.9	44.6	1.4

<i>13. My training needs are assessed.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	47.9	23.4	27.5	1.2
2006 FHCS	44.9	23.8	29.4	2.0
2004 FHCS	43.5	19.4	33.9	3.2

<i>14. Promotions in my work unit are based on merit.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	20.9	22.3	52.1	4.7
2006 FHCS	16.7	18.5	62.1	2.7
2004 FHCS	14.7	15.5	66.4	3.4

<i>15. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	25.1	20.5	50.2	4.2
2006 FHCS	21.5	18.8	57.3	2.4
2004 FHCS	23.4	16.7	58.6	1.3

<i>16. Creativity and innovation are rewarded.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	22.7	27.0	47.0	3.2
2006 FHCS	20.2	23.6	54.7	1.5
2004 FHCS	10.2	24.9	61.3	3.5

<i>17. 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).</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	58.8	15.1	21.3	4.8
2006 FHCS	NA	NA	NA	NA
2004 FHCS	NA	NA	NA	NA

<i>18. In my work unit, differences in performance are recognized in a meaningful way.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	24.5	26.7	46.7	2.0
2006 FHCS	17.7	23.3	56.2	2.8
2004 FHCS	13.5	23.5	60.8	2.2

<i>19. Pay raises depend on how well employees perform their jobs.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	23.6	18.4	54.9	3.1
2006 FHCS	20.9	17.9	59.2	2.1
2004 FHCS	NA	NA	NA	NA

<i>20. My performance appraisal is a fair reflection of my performance.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	42.8	20.4	33.6	3.3
2006 FHCS	51.0	21.2	26.3	1.4
2004 FHCS	49.1	17.3	31.3	2.4

<i>21. Discussions with my supervisor/team leader about my performance are worthwhile.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	46.8	24.2	27.0	2.0
2006 FHCS	43.8	24.9	29.5	1.8
2004 FHCS	41.4	24.5	31.7	2.4

<i>22. Managers/supervisors/team leaders work well with employees of different backgrounds.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	48.9	23.7	25.5	1.9
2006 FHCS	47.5	25.0	24.6	2.9
2004 FHCS	51.7	20.8	25.5	1.9

<i>23. My supervisor supports my need to balance work and family issues.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	52.9	22.1	22.9	2.0
2006 FHCS	49.1	18.6	29.7	2.6
2004 FHCS	51.5	20.1	27.9	0.5

<i>24. I have a high level of respect for my organization's senior leaders.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	38.0	23.6	37.5	0.9
2006 FHCS	30.7	21.1	48.1	0.1
2004 FHCS	29.2	19.7	50.6	0.4

<i>25. In my organization, leaders generate high levels of motivation and commitment in the workforce.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	25.1	24.9	49.3	0.8
2006 FHCS	17.6	22.8	59.0	0.7
2004 FHCS	20.0	17.9	62.1	0.2

<i>26. Managers review and evaluate the organization's progress toward meeting its goals and objectives.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	32.5	30.1	27.6	9.8
2006 FHCS	32.0	28.9	25.1	14.0
2004 FHCS	28.9	30.3	25.7	15.1

<i>27. Employees are protected from health and safety hazards on the job.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	49.1	20.2	29.9	0.9
2006 FHCS	39.5	18.5	40.5	1.5
2004 FHCS	31.9	19.4	48.1	0.6

<i>28. Employees have a feeling of personal empowerment with respect to work processes.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	27.6	27.6	43.2	1.7
2006 FHCS	23.3	24.8	50.1	1.9
2004 FHCS	17.4	26.6	54.3	1.7

<i>29. My workload is reasonable.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	60.0	16.6	23.1	0.3
2006 FHCS	48.8	16.7	33.1	1.4
2004 FHCS	52.4	15.7	31.8	0.2

<i>30. Managers communicate the goals and priorities of the organization.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	42.6	23.4	32.7	1.3
2006 FHCS	42.9	22.9	33.0	1.2
2004 FHCS	40.2	22.8	36.2	0.7

<i>31. My organization has prepared employees for potential security threats.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	60.6	18.9	19.8	0.7
2006 FHCS	58.6	17.4	23.6	0.4
2004 FHCS	57.1	14.6	27.6	0.8

<i>32. My job matches the roles and responsibilities for which I was hired.</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	73.6	13.3	13.1
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

<i>33. My supervisor provides me with constructive suggestions to improve my job performance.</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	50.5	24.5	25.1
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

<i>34. Employees are rewarded for providing high quality products and services to their customers.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	22.0	28.0	50.0	0.0
2006 FHCS	28.3	22.5	47.2	2.0
2004 FHCS	15.0	21.3	60.5	3.3

<i>35. I am held accountable for achieving results.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	67.0	21.4	11.5	NA
2006 FHCS	65.0	21.0	12.4	1.7
2004 FHCS	61.2	21.7	15.8	1.2

36. Awards in my work unit depend on how well employees perform their jobs.	Percent			
	Positive	Neutral	Negative	Don't Know
2007 DHS AES	26.0	25.7	48.3	NA
2006 FHCS	27.3	19.5	51.1	2.1
2004 FHCS	22.2	17.4	57.6	2.8

37. Employees receive timely information about employee development programs and opportunities.	Percent		
	Positive	Neutral	Negative
2007 DHS AES	37.9	24.7	37.5
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

38. I know how to contact EEO Representatives in my component (For purposes of this question - Equal Employment Opportunity (EEO) representatives are EEO Counselors and Special Emphasis Program Managers).	Percent		
	Positive	Neutral	Negative
2007 DHS AES	60.4	17.2	22.5
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

39. Discrimination is not tolerated in my workplace.	Percent		
	Positive	Neutral	Negative
2007 DHS AES	61.3	19.5	19.2
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

40. I would recommend DHS as a place to work.	Percent		
	Positive	Neutral	Negative
2007 DHS AES	51.2	26.9	21.8
2006 FHCS	41.0	25.0	34.0
2004 FHCS	39.5	22.1	38.4

41. Sexual harassment is not tolerated in my workplace.	Percent		
	Positive	Neutral	Negative
2007 DHS AES	71.2	16.1	12.7
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

<i>42a. In the past year I have seen improvement in the following area: Communication.</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	39.3	26.4	34.3
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

<i>42b. In the past year I have seen improvement in the following area: Leadership.</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	32.9	26.6	40.5
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

<i>42c. In the past year I have seen improvement in the following area: Performance (i.e. appraisal, dealing with poor performers, etc.).</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	27.0	28.2	44.7
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

<i>42d. In the past year I have seen improvement in the following area: Recognition and Awards.</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	24.7	28.7	46.6
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

<i>42e. In the past year I have seen improvement in the following area: Resources (i.e. people, equipment, supplies).</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	35.5	27.4	37.0
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

<i>42f. In the past year I have seen improvement in the following area: Supervision.</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	33.5	30.8	35.7
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

<i>42g. In the past year I have seen improvement in the following area: Training.</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	47.5	25.2	27.4
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

<i>42h. In the past year I have seen improvement in the following area: Work Life Programs (i.e. Telework, alternative work schedules, access to Employee Assistance Programs).</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	28.3	35.0	36.8
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

<i>42i. In the past year I have seen improvement in the following area: Work Space (i.e. facilities, lighting, ventilation).</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	32.2	30.2	37.6
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

<i>43. My organization supports my participation in volunteer activities.</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	30.5	49.9	19.6
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

<i>44. Instructions on how to do my job such as Standard Operating Procedures are available to me.</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	84.9	8.4	6.7
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

<i>45. Turnover of personnel has affected my work unit's ability to achieve objectives.</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	56.0	25.9	18.1
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

<i>46. I receive the weekly DHS Today newsletter.</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	86.6	7.4	6.0
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

<i>47. I read most of the news in DHS Today.</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	57.6	20.7	21.7
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

<i>48. I regularly access the DHS Online Intranet.</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	55.0	22.1	22.9
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

49. From the following list, indicate which employee communication topic is most important to you and which is least important to you:

See page 31 for results.

<i>50. How satisfied are you with the information you receive from management on what's going on in your organization?</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	35.9	25.4	38.7
2006 FHCS	29.1	21.3	49.7
2004 FHCS	25.4	19.7	54.9

<i>51. How satisfied are you with your involvement in decisions that affect your work?</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	27.4	25.1	47.5
2006 FHCS	27.2	22.3	50.5
2004 FHCS	25.5	21.3	53.2

<i>52. How satisfied are you with your opportunity to get a better job in your organization?</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	25.5	24.3	50.2
2006 FHCS	18.7	22.2	59.0
2004 FHCS	16.2	22.1	61.7

<i>53. How satisfied are you with the recognition you receive for doing a good job?</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	27.7	22.6	49.6
2006 FHCS	27.3	20.7	52.0
2004 FHCS	25.6	26.0	48.5

<i>54a. How satisfied are you with the policies and practices of your senior leaders?</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	27.6	27.1	45.3
2006 FHCS	21.0	26.7	52.4
2004 FHCS	20.1	24.7	55.2

<i>54b. How satisfied are you with the policies and practices of senior leadership in your component?</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	30.6	27.9	41.5
2006 FHCS	NA	NA	NA
2004 FHCS	NA	NA	NA

<i>55. How satisfied are you with the training you receive for your present job?</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	53.9	22.2	23.9
2006 FHCS	48.2	24.0	27.9
2004 FHCS	50.8	20.6	28.6

<i>56. Considering everything, how satisfied are you with your job?</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	53.0	22.9	24.1
2006 FHCS	47.4	22.8	29.8
2004 FHCS	45.4	24.0	30.6

<i>57. Considering everything, how satisfied are you with your pay?</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	32.9	20.4	46.8
2006 FHCS	37.1	17.5	45.4
2004 FHCS	36.7	19.4	43.9

<i>58. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?</i>	Percent		
	Positive	Neutral	Negative
2007 DHS AES	56.5	24.5	19.0
2006 FHCS	48.4	26.9	24.7
2004 FHCS	46.9	30.5	22.7

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Subcomponent Comparisons

The following table presents the number of employees that participated in the 2007 DHS Employee Survey for each subcomponent. These counts will vary slightly for each survey item since employees were given the option of skipping any item on the survey.

Office of...	N
Transportation Security Administration	24,494
HQ Staff -Non-OLE/FAMS Employee	1,150
Office of Law Enforcement/Federal Air Marshal Service	2,163
Airport	21,085
Missing, no subcomponent indicated	96

This section of the report is a summary of employee responses to the 2007 DHS Annual Employee Survey. Question-level results have been calculated for each of your subcomponent organizations. They are presented in this report according to the question order in the survey and have been grouped into Positive, Neutral, Negative, and Do Not Know/No Basis to Judge (as applicable) categories; NR indicates results that are not reported due to insufficient sample size (less than 10 employees).

<i>1. The people I work with cooperate to get the job done.</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	77.4	11.8	10.8
Transportation Security Administration	76.6	12.3	11.1
HQ Staff -Non-OLE/FAMS Employee	80.8	9.0	10.2
Office of Law Enforcement/Federal Air Marshal Service	81.9	11.2	6.9
Airport	75.9	12.5	11.5

<i>2. I am given a real opportunity to improve my skills in my organization.</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	50.5	20.3	29.1
Transportation Security Administration	47.5	21.6	30.8
HQ Staff -Non-OLE/FAMS Employee	57.9	17.0	25.1
Office of Law Enforcement/Federal Air Marshal Service	39.4	21.1	39.5
Airport	47.9	21.9	30.2

3. My work gives me a feeling of personal accomplishment.	Percent		
	Positive	Neutral	Negative
DHS-wide	64.5	16.8	18.6
Transportation Security Administration	62.6	18.7	18.8
HQ Staff -Non-OLE/FAMS Employee	71.4	14.7	13.8
Office of Law Enforcement/Federal Air Marshal Service	59.7	18.3	21.9
Airport	62.4	18.9	18.7

4. I like the kind of work I do.	Percent		
	Positive	Neutral	Negative
DHS-wide	80.0	12.6	7.4
Transportation Security Administration	78.0	15.0	7.1
HQ Staff -Non-OLE/FAMS Employee	82.8	10.6	6.7
Office of Law Enforcement/Federal Air Marshal Service	78.8	13.6	7.6
Airport	77.6	15.3	7.1

5. I have trust and confidence in my supervisor.	Percent		
	Positive	Neutral	Negative
DHS-wide	58.3	18.8	22.9
Transportation Security Administration	56.8	19.8	23.5
HQ Staff -Non-OLE/FAMS Employee	66.6	17.4	16.1
Office of Law Enforcement/Federal Air Marshal Service	57.8	19.0	23.1
Airport	56.1	20.0	23.9

6. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	63.0	17.2	19.1	0.6
Transportation Security Administration	67.9	16.9	14.7	0.5
HQ Staff -Non-OLE/FAMS Employee	63.6	17.6	17.6	1.2
Office of Law Enforcement/Federal Air Marshal Service	68.7	17.4	13.3	0.5
Airport	68.1	16.8	14.7	0.4

7. My work unit is able to recruit people with the right skills.	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	36.5	29.2	31.5	2.8
Transportation Security Administration	32.8	31.6	33.0	2.6
HQ Staff -Non-OLE/FAMS Employee	50.4	22.0	25.1	2.6
Office of Law Enforcement/Federal Air Marshal Service	38.0	30.0	28.7	3.4
Airport	31.5	32.1	33.8	2.5

8. I know how my work relates to the agency's goals and priorities.	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	80.0	11.0	8.4	0.6
Transportation Security Administration	82.5	10.5	6.5	0.5
HQ Staff -Non-OLE/FAMS Employee	82.1	9.4	8.0	0.5
Office of Law Enforcement/Federal Air Marshal Service	77.3	13.3	8.8	0.6
Airport	83.1	10.3	6.1	0.5

9. The work I do is important.	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	90.5	5.9	3.3	0.3
Transportation Security Administration	93.3	4.6	1.9	0.2
HQ Staff -Non-OLE/FAMS Employee	88.2	7.6	3.7	0.4
Office of Law Enforcement/Federal Air Marshal Service	92.2	5.5	2.1	0.2
Airport	93.7	4.3	1.8	0.2

10. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	55.9	15.2	28.0	0.7
Transportation Security Administration	48.5	16.2	34.5	0.9
HQ Staff -Non-OLE/FAMS Employee	70.4	13.4	16.0	0.3
Office of Law Enforcement/Federal Air Marshal Service	56.4	21.5	20.2	1.8
Airport	46.6	15.7	36.8	0.8

<i>11. Supervisors/team leaders in my work unit support employee development.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	51.2	20.1	27.3	1.3
Transportation Security Administration	47.9	21.9	28.8	1.4
HQ Staff -Non-OLE/FAMS Employee	61.8	16.1	21.2	0.9
Office of Law Enforcement/Federal Air Marshal Service	43.8	20.8	32.7	2.7
Airport	47.7	22.2	28.7	1.3

<i>12. My talents are used well in the workplace.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	51.5	18.8	28.6	1.0
Transportation Security Administration	45.5	20.0	33.3	1.2
HQ Staff -Non-OLE/FAMS Employee	59.5	14.4	25.3	0.9
Office of Law Enforcement/Federal Air Marshal Service	39.7	20.9	37.3	2.1
Airport	45.4	20.1	33.3	1.1

<i>13. My training needs are assessed.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	44.7	23.6	30.3	1.3
Transportation Security Administration	47.9	23.4	27.5	1.2
HQ Staff -Non-OLE/FAMS Employee	45.4	22.4	30.8	1.3
Office of Law Enforcement/Federal Air Marshal Service	47.2	24.2	26.6	1.9
Airport	48.1	23.3	27.5	1.2

<i>14. Promotions in my work unit are based on merit.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	25.1	24.5	45.2	5.1
Transportation Security Administration	20.9	22.3	52.1	4.7
HQ Staff -Non-OLE/FAMS Employee	33.5	22.0	37.6	6.9
Office of Law Enforcement/Federal Air Marshal Service	20.4	20.0	53.8	5.9
Airport	20.4	22.6	52.6	4.5

15. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	25.5	23.4	45.8	5.4
Transportation Security Administration	25.1	20.5	50.2	4.2
HQ Staff -Non-OLE/FAMS Employee	26.2	26.8	37.0	10.0
Office of Law Enforcement/Federal Air Marshal Service	24.2	25.6	44.3	5.9
Airport	25.0	19.7	51.4	3.8

16. Creativity and innovation are rewarded.	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	29.1	26.1	41.6	3.2
Transportation Security Administration	22.7	27.0	47.0	3.2
HQ Staff -Non-OLE/FAMS Employee	40.9	23.3	31.8	4.0
Office of Law Enforcement/Federal Air Marshal Service	22.1	27.2	47.0	3.8
Airport	21.9	27.2	47.8	3.1

17. 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).	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	61.6	15.0	18.0	5.4
Transportation Security Administration	58.8	15.1	21.3	4.8
HQ Staff -Non-OLE/FAMS Employee	55.2	15.0	21.5	8.3
Office of Law Enforcement/Federal Air Marshal Service	58.6	16.0	22.7	2.6
Airport	58.9	15.0	21.1	4.9

18. In my work unit, differences in performance are recognized in a meaningful way.	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	28.5	27.0	41.6	2.9
Transportation Security Administration	24.5	26.7	46.7	2.0
HQ Staff -Non-OLE/FAMS Employee	31.8	24.8	36.9	6.5
Office of Law Enforcement/Federal Air Marshal Service	24.1	27.5	46.4	2.0
Airport	24.2	26.7	47.3	1.8

<i>19. Pay raises depend on how well employees perform their jobs.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	17.6	23.0	54.5	4.8
Transportation Security Administration	23.6	18.4	54.9	3.1
HQ Staff -Non-OLE/FAMS Employee	26.8	20.5	44.7	8.0
Office of Law Enforcement/Federal Air Marshal Service	16.6	18.6	62.1	2.7
Airport	24.1	18.2	54.7	3.0

<i>20. My performance appraisal is a fair reflection of my performance.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	52.3	20.3	24.2	3.2
Transportation Security Administration	42.8	20.4	33.6	3.3
HQ Staff -Non-OLE/FAMS Employee	60.6	19.1	15.3	4.9
Office of Law Enforcement/Federal Air Marshal Service	50.1	22.4	26.3	1.3
Airport	41.1	20.3	35.2	3.5

<i>21. Discussions with my supervisor/team leader about my performance are worthwhile.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	49.9	24.2	23.8	2.2
Transportation Security Administration	46.8	24.2	27.0	2.0
HQ Staff -Non-OLE/FAMS Employee	55.6	21.0	21.0	2.4
Office of Law Enforcement/Federal Air Marshal Service	49.2	23.9	25.8	1.1
Airport	46.1	24.3	27.4	2.1

<i>22. Managers/supervisors/team leaders work well with employees of different backgrounds.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	52.8	22.2	23.0	2.0
Transportation Security Administration	48.9	23.7	25.5	1.9
HQ Staff -Non-OLE/FAMS Employee	62.8	17.4	17.0	2.8
Office of Law Enforcement/Federal Air Marshal Service	48.5	23.1	26.6	1.7
Airport	48.2	24.1	25.8	1.9

23. <i>My supervisor supports my need to balance work and family issues.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	62.2	17.9	18.3	1.6
Transportation Security Administration	52.9	22.1	22.9	2.0
HQ Staff -Non-OLE/FAMS Employee	80.2	10.9	8.0	0.9
Office of Law Enforcement/Federal Air Marshal Service	58.8	17.4	23.0	0.8
Airport	51.0	23.2	23.7	2.2

24. <i>I have a high level of respect for my organization's senior leaders.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	42.3	22.4	34.5	0.8
Transportation Security Administration	38.0	23.6	37.5	0.9
HQ Staff -Non-OLE/FAMS Employee	49.5	21.0	28.6	0.9
Office of Law Enforcement/Federal Air Marshal Service	38.3	24.7	36.5	0.5
Airport	37.5	23.5	38.0	0.9

25. <i>In my organization, leaders generate high levels of motivation and commitment in the workforce.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	29.2	24.8	45.1	0.9
Transportation Security Administration	25.1	24.9	49.3	0.8
HQ Staff -Non-OLE/FAMS Employee	38.2	26.0	35.0	0.8
Office of Law Enforcement/Federal Air Marshal Service	25.0	26.2	48.1	0.7
Airport	24.4	24.6	50.1	0.8

26. <i>Managers review and evaluate the organization's progress toward meeting its goals and objectives.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	38.4	28.2	24.8	8.7
Transportation Security Administration	32.5	30.1	27.6	9.8
HQ Staff -Non-OLE/FAMS Employee	47.9	24.6	20.0	7.5
Office of Law Enforcement/Federal Air Marshal Service	34.6	34.2	21.4	9.8
Airport	31.6	30.0	28.5	10.0

27. <i>Employees are protected from health and safety hazards on the job.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	54.8	19.6	24.4	1.2
Transportation Security Administration	49.1	20.2	29.9	0.9
HQ Staff -Non-OLE/FAMS Employee	75.7	14.1	7.0	3.1
Office of Law Enforcement/Federal Air Marshal Service	38.4	23.0	36.8	1.7
Airport	48.9	20.2	30.2	0.7

28. <i>Employees have a feeling of personal empowerment with respect to work processes.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	32.5	27.0	38.4	2.0
Transportation Security Administration	27.6	27.6	43.2	1.7
HQ Staff -Non-OLE/FAMS Employee	42.3	24.2	30.3	3.1
Office of Law Enforcement/Federal Air Marshal Service	27.6	28.4	42.6	1.4
Airport	26.9	27.6	43.8	1.7

29. <i>My workload is reasonable.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	61.5	16.1	22.0	0.4
Transportation Security Administration	60.0	16.6	23.1	0.3
HQ Staff -Non-OLE/FAMS Employee	62.5	14.1	23.0	0.4
Office of Law Enforcement/Federal Air Marshal Service	59.3	18.7	21.9	0.0
Airport	60.0	16.5	23.3	0.3

30. <i>Managers communicate the goals and priorities of the organization.</i>	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	48.2	21.9	28.8	1.0
Transportation Security Administration	42.6	23.4	32.7	1.3
HQ Staff -Non-OLE/FAMS Employee	54.3	19.1	25.8	0.9
Office of Law Enforcement/Federal Air Marshal Service	45.9	25.5	28.2	0.5
Airport	41.7	23.4	33.6	1.4

31. My organization has prepared employees for potential security threats.	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	56.5	20.0	22.3	1.3
Transportation Security Administration	60.6	18.9	19.8	0.7
HQ Staff -Non-OLE/FAMS Employee	65.6	19.7	13.0	1.8
Office of Law Enforcement/Federal Air Marshal Service	62.8	17.7	18.8	0.7
Airport	60.1	19.0	20.3	0.7

32. My job matches the roles and responsibilities for which I was hired.	Percent		
	Positive	Neutral	Negative
DHS-wide	69.4	13.2	17.4
Transportation Security Administration	73.6	13.3	13.1
HQ Staff -Non-OLE/FAMS Employee	70.8	11.2	18.1
Office of Law Enforcement/Federal Air Marshal Service	71.0	12.8	16.1
Airport	74.1	13.4	12.5

33. My supervisor provides me with constructive suggestions to improve my job performance.	Percent		
	Positive	Neutral	Negative
DHS-wide	50.5	24.9	24.5
Transportation Security Administration	50.5	24.5	25.1
HQ Staff -Non-OLE/FAMS Employee	56.4	23.7	19.9
Office of Law Enforcement/Federal Air Marshal Service	46.6	28.5	24.8
Airport	50.6	24.1	25.3

34. Employees are rewarded for providing high quality products and services to their customers.	Percent			
	Positive	Neutral	Negative	Don't Know
DHS-wide	27.5	29.6	42.9	0.0
Transportation Security Administration	22.0	28.0	50.0	0.0
HQ Staff -Non-OLE/FAMS Employee	38.1	26.9	35.0	0.0
Office of Law Enforcement/Federal Air Marshal Service	19.8	35.7	44.6	0.0
Airport	21.4	27.2	51.3	0.0

35. I am held accountable for achieving results.	Percent		
	Positive	Neutral	Negative
DHS-wide	69.3	20.0	10.7
Transportation Security Administration	67.0	21.4	11.5
HQ Staff -Non-OLE/FAMS Employee	77.3	15.1	7.6
Office of Law Enforcement/Federal Air Marshal Service	59.3	26.6	14.1
Airport	67.4	21.2	11.5

36. Awards in my work unit depend on how well employees perform their jobs.	Percent		
	Positive	Neutral	Negative
DHS-wide	31.4	26.3	42.2
Transportation Security Administration	26.0	25.7	48.3
HQ Staff -Non-OLE/FAMS Employee	36.2	28.2	35.6
Office of Law Enforcement/Federal Air Marshal Service	22.0	26.0	52.0
Airport	26.0	25.5	48.5

37. Employees receive timely information about employee development programs and opportunities.	Percent		
	Positive	Neutral	Negative
DHS-wide	39.4	25.3	35.3
Transportation Security Administration	37.9	24.7	37.5
HQ Staff -Non-OLE/FAMS Employee	45.6	24.5	29.9
Office of Law Enforcement/Federal Air Marshal Service	39.4	25.8	34.7
Airport	37.3	24.6	38.0

38. I know how to contact EEO Representatives in my component (For purposes of this question -- Equal Employment Opportunity (EEO) representatives are EEO Counselors and Special Emphasis Program Managers).	Percent		
	Positive	Neutral	Negative
DHS-wide	67.3	15.3	17.4
Transportation Security Administration	60.4	17.2	22.5
HQ Staff -Non-OLE/FAMS Employee	66.8	14.7	18.5
Office of Law Enforcement/Federal Air Marshal Service	65.5	15.3	19.2
Airport	59.6	17.4	23.0

<i>39. Discrimination is not tolerated in my workplace.</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	65.9	18.3	15.8
Transportation Security Administration	61.3	19.5	19.2
HQ Staff -Non-OLE/FAMS Employee	69.2	17.9	12.9
Office of Law Enforcement/Federal Air Marshal Service	63.6	20.6	15.9
Airport	60.8	19.4	19.8

<i>40. I would recommend DHS as a place to work.</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	54.1	24.4	21.5
Transportation Security Administration	51.2	26.9	21.8
HQ Staff -Non-OLE/FAMS Employee	54.6	25.8	19.6
Office of Law Enforcement/Federal Air Marshal Service	54.9	27.7	17.3
Airport	50.6	26.9	22.5

<i>41. Sexual harassment is not tolerated in my workplace.</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	76.5	14.8	8.7
Transportation Security Administration	71.2	16.1	12.7
HQ Staff -Non-OLE/FAMS Employee	79.2	15.8	5.1
Office of Law Enforcement/Federal Air Marshal Service	76.3	17.8	5.9
Airport	70.3	16.0	13.7

<i>42a. In the past year I have seen improvement in the following area: Communication.</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	39.6	27.0	33.4
Transportation Security Administration	39.3	26.4	34.3
HQ Staff -Non-OLE/FAMS Employee	47.1	23.6	29.3
Office of Law Enforcement/Federal Air Marshal Service	51.9	23.4	24.7
Airport	37.6	26.9	35.6

<i>42b. In the past year I have seen improvement in the following area: Leadership.</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	34.4	26.5	39.0
Transportation Security Administration	32.9	26.6	40.5
HQ Staff -Non-OLE/FAMS Employee	39.6	27.3	33.0
Office of Law Enforcement/Federal Air Marshal Service	42.5	24.6	32.9
Airport	31.6	26.8	41.6

<i>42c. In the past year I have seen improvement in the following area: Performance (i.e. appraisal, dealing with poor performers, etc.).</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	27.4	31.1	41.6
Transportation Security Administration	27.0	28.2	44.7
HQ Staff -Non-OLE/FAMS Employee	28.7	36.0	35.3
Office of Law Enforcement/Federal Air Marshal Service	26.3	31.9	41.9
Airport	27.1	27.5	45.5

<i>42d. In the past year I have seen improvement in the following area: Recognition and Awards.</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	27.5	29.7	42.8
Transportation Security Administration	24.7	28.7	46.6
HQ Staff -Non-OLE/FAMS Employee	31.3	31.5	37.2
Office of Law Enforcement/Federal Air Marshal Service	17.9	29.1	52.9
Airport	25.2	28.5	46.4

<i>42e. In the past year I have seen improvement in the following area: Resources (i.e. people, equipment, supplies).</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	37.4	25.0	37.6
Transportation Security Administration	35.5	27.4	37.0
HQ Staff -Non-OLE/FAMS Employee	37.8	29.9	32.3
Office of Law Enforcement/Federal Air Marshal Service	34.7	29.6	35.7
Airport	35.6	27.0	37.5

<i>42f. In the past year I have seen improvement in the following area: Supervision.</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	36.2	29.9	34.0
Transportation Security Administration	33.5	30.8	35.7
HQ Staff -Non-OLE/FAMS Employee	40.1	34.0	25.9
Office of Law Enforcement/Federal Air Marshal Service	36.3	30.7	33.0
Airport	32.8	30.6	36.5

<i>42g. In the past year I have seen improvement in the following area: Training.</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	42.1	27.0	30.9
Transportation Security Administration	47.5	25.2	27.4
HQ Staff -Non-OLE/FAMS Employee	41.1	32.1	26.9
Office of Law Enforcement/Federal Air Marshal Service	50.0	26.6	23.5
Airport	47.5	24.7	27.8

<i>42h. In the past year I have seen improvement in the following area: Work Life Programs (i.e. Telework, alternative work schedules, access to Employee Assistance Programs).</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	28.5	34.8	36.7
Transportation Security Administration	28.3	35.0	36.8
HQ Staff -Non-OLE/FAMS Employee	37.7	31.2	31.1
Office of Law Enforcement/Federal Air Marshal Service	32.4	29.7	37.9
Airport	27.5	35.7	36.9

<i>42i. In the past year I have seen improvement in the following area: Work Space (i.e. facilities, lighting, ventilation).</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	35.3	29.6	35.1
Transportation Security Administration	32.2	30.2	37.6
HQ Staff -Non-OLE/FAMS Employee	36.1	41.1	22.7
Office of Law Enforcement/Federal Air Marshal Service	39.6	40.2	20.3
Airport	31.3	28.6	40.1

43. My organization supports my participation in volunteer activities.	Percent		
	Positive	Neutral	Negative
DHS-wide	35.6	47.0	17.4
Transportation Security Administration	30.5	49.9	19.6
HQ Staff -Non-OLE/FAMS Employee	39.3	51.6	9.1
Office of Law Enforcement/Federal Air Marshal Service	24.4	50.6	25.0
Airport	30.8	49.7	19.5

44. Instructions on how to do my job such as Standard Operating Procedures are available to me.	Percent		
	Positive	Neutral	Negative
DHS-wide	69.5	15.3	15.2
Transportation Security Administration	84.9	8.4	6.7
HQ Staff -Non-OLE/FAMS Employee	47.1	22.9	30.0
Office of Law Enforcement/Federal Air Marshal Service	67.9	17.3	14.8
Airport	88.4	6.7	4.9

45. Turnover of personnel has affected my work unit's ability to achieve objectives.	Percent		
	Positive	Neutral	Negative
DHS-wide	53.3	26.6	20.1
Transportation Security Administration	56.0	25.9	18.1
HQ Staff -Non-OLE/FAMS Employee	48.1	26.9	25.0
Office of Law Enforcement/Federal Air Marshal Service	43.1	32.2	24.7
Airport	57.8	25.2	17.0

46. I receive the weekly DHS Today newsletter.	Percent		
	Positive	Neutral	Negative
DHS-wide	73.1	12.0	14.8
Transportation Security Administration	86.6	7.4	6.0
HQ Staff -Non-OLE/FAMS Employee	93.0	3.7	3.3
Office of Law Enforcement/Federal Air Marshal Service	89.7	7.9	2.4
Airport	86.1	7.5	6.4

47. I read most of the news in DHS Today.	Percent		
	Positive	Neutral	Negative
DHS-wide	46.0	23.6	30.4
Transportation Security Administration	57.6	20.7	21.7
HQ Staff -Non-OLE/FAMS Employee	57.5	19.8	22.6
Office of Law Enforcement/Federal Air Marshal Service	52.5	22.6	24.8
Airport	58.1	20.6	21.3

48. I regularly access the DHS Online Intranet.	Percent		
	Positive	Neutral	Negative
DHS-wide	49.7	21.4	28.8
Transportation Security Administration	55.0	22.1	22.9
HQ Staff -Non-OLE/FAMS Employee	38.4	22.1	39.6
Office of Law Enforcement/Federal Air Marshal Service	40.0	25.8	34.2
Airport	57.4	21.7	20.9

49. From the following list, indicate which employee communication topic is most important to you and which is least important to you:	Percent	
	Most	Least
Transportation Security Administration		
Operations news	54.1	2.9
Policy news	25.5	3.5
Secretary news	1.5	48.2
Human Interest news	3.6	38.2
Human Resources news	15.3	7.3

*These results are reported at the component level only.

50. How satisfied are you with the information you receive from management on what's going on in your organization?	Percent		
	Positive	Neutral	Negative
DHS-wide	38.0	25.4	36.6
Transportation Security Administration	35.9	25.4	38.7
HQ Staff -Non-OLE/FAMS Employee	43.7	24.0	32.4
Office of Law Enforcement/Federal Air Marshal Service	39.4	25.6	35.0
Airport	35.2	25.4	39.3

<i>51. How satisfied are you with your involvement in decisions that affect your work?</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	31.6	24.6	43.7
Transportation Security Administration	27.4	25.1	47.5
HQ Staff -Non-OLE/FAMS Employee	42.5	22.7	34.9
Office of Law Enforcement/Federal Air Marshal Service	27.0	24.1	49.0
Airport	26.8	25.3	47.9

<i>52. How satisfied are you with your opportunity to get a better job in your organization?</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	30.2	26.3	43.5
Transportation Security Administration	25.5	24.3	50.2
HQ Staff -Non-OLE/FAMS Employee	36.4	27.4	36.2
Office of Law Enforcement/Federal Air Marshal Service	22.4	21.0	56.7
Airport	25.4	24.4	50.3

<i>53. How satisfied are you with the recognition you receive for doing a good job?</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	35.2	23.5	41.3
Transportation Security Administration	27.7	22.6	49.6
HQ Staff -Non-OLE/FAMS Employee	43.9	23.0	33.2
Office of Law Enforcement/Federal Air Marshal Service	28.3	24.7	47.0
Airport	26.9	22.4	50.7

<i>54a. How satisfied are you with the policies and practices of your senior leaders?</i>	Percent		
	Positive	Neutral	Negative
DHS-wide	31.3	26.8	41.8
Transportation Security Administration	27.6	27.1	45.3
HQ Staff -Non-OLE/FAMS Employee	37.7	27.0	35.4
Office of Law Enforcement/Federal Air Marshal Service	31.3	27.6	41.1
Airport	26.7	27.0	46.2

54b. How satisfied are you with the policies and practices of senior leadership in your component?	Percent		
	Positive	Neutral	Negative
DHS-wide	34.8	27.1	38.0
Transportation Security Administration	30.6	27.9	41.5
HQ Staff -Non-OLE/FAMS Employee	41.3	25.2	33.4
Office of Law Enforcement/Federal Air Marshal Service	34.1	24.7	41.2
Airport	29.8	28.3	41.9

55. How satisfied are you with the training you receive for your present job?	Percent		
	Positive	Neutral	Negative
DHS-wide	48.4	23.6	28.0
Transportation Security Administration	53.9	22.2	23.9
HQ Staff -Non-OLE/FAMS Employee	46.6	28.2	25.3
Office of Law Enforcement/Federal Air Marshal Service	58.8	20.1	21.1
Airport	53.7	22.1	24.1

56. Considering everything, how satisfied are you with your job?	Percent		
	Positive	Neutral	Negative
DHS-wide	56.8	20.5	22.8
Transportation Security Administration	53.0	22.9	24.1
HQ Staff -Non-OLE/FAMS Employee	61.1	20.8	18.1
Office of Law Enforcement/Federal Air Marshal Service	56.6	22.2	21.2
Airport	52.2	23.1	24.7

57. Considering everything, how satisfied are you with your pay?	Percent		
	Positive	Neutral	Negative
DHS-wide	49.4	19.1	31.6
Transportation Security Administration	32.9	20.4	46.8
HQ Staff -Non-OLE/FAMS Employee	48.9	18.8	32.3
Office of Law Enforcement/Federal Air Marshal Service	49.1	16.6	34.2
Airport	30.5	20.8	48.7

58. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	Percent		
	Positive	Neutral	Negative
DHS-wide	59.3	22.6	18.0
Transportation Security Administration	56.5	24.5	19.0
HQ Staff -Non-OLE/FAMS Employee	67.9	19.4	12.6
Office of Law Enforcement/Federal Air Marshal Service	63.2	20.7	16.1
Airport	55.3	25.1	19.6

Demographic Characteristics

The following tables present demographic information on the participating employees. The first three tables display the supervisory status, gender, and ethnicity of responding employees. The fourth table shows the racial categories selected by employees to describe themselves. Percentages may not sum to 100 percent since employees were able to select from more than one racial category. Other demographics include employees' occupational group, work status, and work location.

<i>59. What is your supervisory status?</i>	% of Respondents
Non-supervisor	58.9
Team leader	18.9
Supervisor	15.1
Manager	6.1
Executive	0.9

<i>60. Are you:</i>	% of Respondents
Male	64.1
Female	35.9

<i>61. Are you Hispanic or Latino?</i>	% of Respondents
Yes	11.0
No	89.0

<i>62. Please select the racial category or categories with which you most closely identify (select one or more)</i>	% of Respondents
White	72.5
Black or African American	15.0
Native Hawaiian or other Pacific Islander	3.1
Asian	4.7
American Indian or Alaska Native	3.6
Two or more races (Not Hispanic or Latino)	2.7

<i>63. What is your component organization?</i>	% of Respondents
Results from this question are used to break out employee responses for each component-specific report.	

<i>64. What is your occupational group?</i>	<i>% of Respondents</i>
Social Science, Psychology, and Welfare Group - 0100 Series	0.1
Human Resources Management Group - 0200 Series	0.9
General Administrative, Clerical, and Office Services Group - 0300 Series	3.9
Natural Resources Management and Biological Sciences Group - 0400 Series	0.0
Accounting and Budget Group - 0500 Series	0.5
Medical, Hospital, Dental, and Public Health Group - 0600 Series	0.1
Engineering and Architecture Group - 0800 Series	0.1
Legal and Kindred Group - 0900 Series	0.5
Information and Arts Group - 1000 Series	0.1
Business and Industry Group - 1100 Series	0.3
Physical Sciences Group - 1300 Series	0.0
Library and Archives Group - 1400 Series	0.0
Mathematics and Statistics Group - 1500 Series	0.0
Equipment, Facilities, and Services Group - 1600 Series	0.1
Education Group - 1700 Series	0.4
Investigation Group - 1800 Series	24.2
Supply Group - 2000 Series	0.1
Transportation Group - 2100 Series	30.9
Information Technology Group - 2200 Series	0.4
Electronic Equipment Installation and Maintenance Group - 2600 Series	0.0
Electrical Installation and Maintenance Group - 2800 Series	0.0
General Services and Support Work Group - 3500 Series	0.1
Metal Work Group - 3800 Series	0.0
General Maintenance and Operations Work Group - 4700 Series	0.1
Mobile Equipment Operation and Transportation Group - 5700 Series	0.0
Unique Occupations Group - 0000 Series	0.6
Other (Job Title not found in any category above)	36.5

<i>65. Please indicate your work status:</i>	<i>% of Respondents</i>
Full time	87.5
Part time	12.5

<i>66. Do you work in the...</i>		<i>% of Respondents</i>
United States	Location not indicated	1.0
	Alaska	1.1
	Alabama	0.7
	Arkansas	0.7
	Arizona	1.5
	California	7.8
	Colorado	2.6
	Connecticut	0.9
	District of Columbia	0.4
	Delaware	0.0
	Florida	9.4
	Georgia	2.4
	Hawaii	2.7
	Iowa	0.7
	Idaho	0.5
	Illinois	3.7
	Indiana	1.3
	Kansas	0.3
	Kentucky	1.5
	Louisiana	0.8
	Massachusetts	1.6
	Maryland	1.2
	Maine	0.7
	Michigan	3.1
	Minnesota	2.1
	Missouri	1.1
	Mississippi	0.4
	Montana	0.8
	North Carolina	2.3
	North Dakota	0.4
	Nebraska	0.6
	New Hampshire	0.5
	New Jersey	1.7
	New Mexico	0.4

66. Do you work in the...		% of Respondents
	Nevada	2.1
	New York	4.7
	Ohio	2.2
	Oklahoma	0.8
	Oregon	1.6
	Pennsylvania	3.3
	Rhode Island	0.5
	South Carolina	1.0
	South Dakota	0.2
	Tennessee	2.0
	Texas	8.6
	Utah	1.2
	Virginia	7.9
	Vermont	0.3
	Washington	2.6
	Wisconsin	1.7
	West Virginia	0.3
	Wyoming	0.2
U.S. Territories	Location not indicated	0.0
	American Samoa	0.1
	Guam	0.3
	Northern Mariana Islands	0.2
	Puerto Rico	0.3
	US Virgin Islands	0.4
International location	Location not indicated	0.0
	Africa (includes Egypt)	0.0
	Other International Location	0.0
	Asia	0.0
	Australia	0.0
	Caribbean	0.0
	Europe	0.1
	South America	0.0
Multiple locations		0.0