

2007 National Labor Relations Board Annual Employee Survey Results

- 1) Interpretation of Results:** The Agency scored especially high (overall greater than 65% favorable) on survey questions related to Personal Work Experience, and Recruitment Development and Retention. The survey identified opportunities for improvement in the areas of Performance Culture and Job Satisfaction. Based on the survey results, the NLRB provides a good balance between work and family life, and employees see the value of the work that they do. The survey results also indicate that employees have the necessary skills to accomplish organizational goals.
- 2) How the survey was conducted:** The survey was conducted online from August 6, 2007 until August 31, 2007.
- 3) Description of sample:** All 1,739 full-time permanent employees of the agency were surveyed.
- 4) Survey items and response choices:** See the tables on following pages.
- 5) Number of employees surveyed, number responded, and representativeness of respondents:** Of the 1,739 employees surveyed, 1,255 responded, for a 72% response rate. These respondents are representative of the population except the Board has proportionately more survey respondents and the General Counsel has proportionately fewer respondents compared to their populations.

Supervisory Status	Population	Respondents
Non-supervisor	76%	70%
Team Leader	0%	5%
Manager or Supervisor*	21%	21%
Executive	4%	4%
Gender		
Male	38%	37%
Female	62%	63%
Are you: Hispanic or Latino		
Yes	8%	10%
No	92%	90%
Racial Category		
White	66%	72%
Black or African-American	22%	22%
Native Hawaiian or Other Pacific Islander	0.1%	0%
Asian	3%	3%
American Indian or Alaska Native	0.2%	1%
Two or more races (not Hispanic or Latino)	1%	2%
Sub-Agency		
General Counsel	87%	75%
Board	13%	25%

* Managers and Supervisors are combined for comparison to agency data. Survey data for Managers and Supervisors is broken out in the Demographics section.

**2007 Annual Employee Survey Results for
National Labor Relations Board
All Respondents**

Surveys Sent: 1739

Surveys Returned: 1255

Response Rate: 72%

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	346	691	113	81	20		1,251
	Percentages	27.7%	55.2%	9.0%	6.5%	1.6%		100.0%
2. I am given a real opportunity to improve my skills in my organization.	Frequencies	194	554	229	185	85		1,247
	Percentages	15.6%	44.4%	18.4%	14.8%	6.8%		100.0%
3. My work gives me a feeling of personal accomplishment.	Frequencies	295	603	191	106	51		1,246
	Percentages	23.7%	48.4%	15.3%	8.5%	4.1%		100.0%
4. I like the kind of work I do.	Frequencies	382	645	145	48	26		1,246
	Percentages	30.7%	51.8%	11.6%	3.9%	2.1%		100.0%
5. I have trust and confidence in my supervisor.	Frequencies	380	480	176	110	98		1,244
	Percentages	30.5%	38.6%	14.1%	8.8%	7.9%		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	421	436	225	97	59		1,238
	Percentages	34.0%	35.2%	18.2%	7.8%	4.8%		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	393	621	132	67	17	20	1,250
	Percentages	31.4%	49.7%	10.6%	5.4%	1.4%	1.6%	100.0%
8. My work unit is able to recruit people with the right skills.	Frequencies	173	475	271	167	78	82	1,246
	Percentages	13.9%	38.1%	21.7%	13.4%	6.3%	6.6%	100.0%
9. I know how my work relates to the agency's goals and priorities.	Frequencies	554	561	65	34	14	22	1,250
	Percentages	44.3%	44.9%	5.2%	2.7%	1.1%	1.8%	100.0%
10. The work I do is important.	Frequencies	604	463	96	39	18	27	1,247
	Percentages	48.4%	37.1%	7.7%	3.1%	1.4%	2.2%	100.0%
11. Physical conditions (for example, noise, temperature, lighting, cleanliness) allow employees to perform their jobs well.	Frequencies	364	539	136	143	47	18	1,247
	Percentages	29.2%	43.2%	10.9%	11.5%	3.8%	1.4%	100.0%
12. Supervisors/team leaders in my work unit support employee development.	Frequencies	301	477	212	142	88	24	1,244
	Percentages	24.2%	38.3%	17.0%	11.4%	7.1%	1.9%	100.0%
13. My talents are used well in the workplace.	Frequencies	298	525	155	174	79	14	1,245
	Percentages	23.9%	42.2%	12.4%	14.0%	6.3%	1.1%	100.0%
14. My training needs are assessed.	Frequencies	148	433	283	235	110	33	1,242
	Percentages	11.9%	34.9%	22.8%	18.9%	8.9%	2.7%	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	133	390	271	198	165	91	1,248
	Percentages	10.7%	31.3%	21.7%	15.9%	13.2%	7.3%	100.0%
16. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	Frequencies	55	262	287	311	195	129	1,239
	Percentages	4.4%	21.1%	23.2%	25.1%	15.7%	10.4%	100.0%
17. Creativity and innovation are rewarded.	Frequencies	95	321	307	282	192	45	1,242
	Percentages	7.6%	25.8%	24.7%	22.7%	15.5%	3.6%	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	199	484	181	200	111	73	1,248
	Percentages	15.9%	38.8%	14.5%	16.0%	8.9%	5.8%	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	67	338	277	312	164	90	1,248
	Percentages	5.4%	27.1%	22.2%	25.0%	13.1%	7.2%	100.0%
20. Pay raises depend on how well employees perform their jobs.	Frequencies	45	261	272	354	226	88	1,246
	Percentages	3.6%	20.9%	21.8%	28.4%	18.1%	7.1%	100.0%
21. My performance appraisal is a fair reflection of my performance.	Frequencies	251	535	207	136	85	36	1,250
	Percentages	20.1%	42.8%	16.6%	10.9%	6.8%	2.9%	100.0%

22. Discussions with my supervisor/ team leader about my performance are worthwhile.	Frequencies	198	479	273	158	101	37	1,246
	Percentages	15.9%	38.4%	21.9%	12.7%	8.1%	3.0%	100.0%
23. Managers/supervisors/team leaders work well with employees of different backgrounds.	Frequencies	222	480	242	127	98	73	1,242
	Percentages	17.9%	38.6%	19.5%	10.2%	7.9%	5.9%	100.0%
24. My supervisor supports my need to balance work and family issues.	Frequencies	471	508	136	40	62	26	1,243
	Percentages	37.9%	40.9%	10.9%	3.2%	5.0%	2.1%	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	226	412	230	214	157	9	1,248
	Percentages	18.1%	33.0%	18.4%	17.1%	12.6%	0.7%	100.0%
26. In my organization, leaders generate high levels of motivation and commitment in the workforce.	Frequencies	116	322	297	284	204	20	1,243
	Percentages	9.3%	25.9%	23.9%	22.8%	16.4%	1.6%	100.0%
27. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	Frequencies	143	491	302	106	79	124	1,245
	Percentages	11.5%	39.4%	24.3%	8.5%	6.3%	10.0%	100.0%
28. Employees are protected from health and safety hazards on the job.	Frequencies	262	627	179	94	54	32	1,248
	Percentages	21.0%	50.2%	14.3%	7.5%	4.3%	2.6%	100.0%
29. Employees have a feeling of personal empowerment and ownership of work processes.	Frequencies	94	353	301	279	162	54	1,243
	Percentages	7.6%	28.4%	24.2%	22.4%	13.0%	4.3%	100.0%
30. My workload is reasonable.	Frequencies	195	736	156	105	50	0	1,242
	Percentages	15.7%	59.3%	12.6%	8.5%	4.0%	0.0%	100.0%
31. Managers communicate the goals and priorities of the organization.	Frequencies	157	592	237	154	83	16	1,239
	Percentages	12.7%	47.8%	19.1%	12.4%	6.7%	1.3%	100.0%
32. My organization has prepared employees for potential security threats.	Frequencies	173	591	209	165	78	30	1,246
	Percentages	13.9%	47.4%	16.8%	13.2%	6.3%	2.4%	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	70	512	327	240	88		1,237
	Percentages	5.7%	41.4%	26.4%	19.4%	7.1%		100.0%
34. How satisfied are you with your involvement in decisions that affect your work?	Frequencies	80	436	317	267	133		1,233
	Percentages	6.5%	35.4%	25.7%	21.7%	10.8%		100.0%
35. How satisfied are you with your opportunity to get a better job in your organization?	Frequencies	69	345	356	264	198		1,232
	Percentages	5.6%	28.0%	28.9%	21.4%	16.1%		100.0%
36. How satisfied are you with the recognition you receive for doing a good job?	Frequencies	167	464	225	217	160		1,233
	Percentages	13.5%	37.6%	18.2%	17.6%	13.0%		100.0%
37. How satisfied are you with the policies and practices of your senior leaders?	Frequencies	82	381	336	241	193		1,233
	Percentages	6.7%	30.9%	27.3%	19.5%	15.7%		100.0%
38. How satisfied are you with the training you receive for your present job?	Frequencies	95	524	291	204	117		1,231
	Percentages	7.7%	42.6%	23.6%	16.6%	9.5%		100.0%
39. Considering everything, how satisfied are you with your job?	Frequencies	232	612	196	124	69		1,233
	Percentages	18.8%	49.6%	15.9%	10.1%	5.6%		100.0%
40. Considering everything, how satisfied are you with your pay?	Frequencies	151	569	212	186	110		1,228
	Percentages	12.3%	46.3%	17.3%	15.1%	9.0%		100.0%

Demographics

What is your supervisory status?	N	%
Non-Supervisor	871	70%
Team Leader	61	5%
Supervisor	163	13%
Manager	95	8%
Executive	52	4%

Are you...	N	%
Male	456	37%
Female	789	63%

Are you Hispanic or Latino?	N	%
Yes	118	10%
No	1,111	90%

Please select the racial category or categories with which you most closely identify.

	N	%
White	859	72%
Black or African-American	256	22%
Native Hawaiian or other Pac. Islander	4	0%
Asian	35	3%
American Indian or Alaska Native	8	1%
Two or more races	23	2%

What is your agency subcomponent?	N	%
General Counsel	914	75%
Board	308	25%