

National Mediation Board



2008 Annual Employee Survey Results

The Office of Personnel Management (OPM) conducted the annual human capital survey for the National Mediation Board (NMB) in accordance with the National Defense Authorization Act of 2004 between August and September 2008. All of the agency's 49 employees were asked to participate in the on-line survey. During the survey period, 23 employees completed the survey which is the same number of participants who completed the 2007 survey.

Of the 74 questions in this survey, 40 were the required questions from the survey conducted by the NMB last year. Of those 40 questions, 23 show an improvement in the rate of positive responses which is a 15 percent increase in positive responses from last year. The negative responses decreased by 15 percent. While the net overall responses remained the same, this survey shows that the NMB continues to make improvements.

In the training area, management heard the concerns and its response is realized by improvements in this area. This is shown by the 19 percent increase for management support for employee development and a 9 percent increase in opportunities for employees to improve their skills (questions 2 and 49)

Questions regarding evaluations and pay continue to show improvements (questions 32 and 62). Management ability to communicate the information to the staff is shown by a 15 percent increase in positive responses (question 56).

As the NMB strives to achieve improvements in the work place, this survey shows that management is heading in the right direction. Management will continue to review and work with staff to improve its results.

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | # of Respondents | |
|--|----------------|--------|----------------------------|----------|-------------------|------------------|---|
| (1) The people I work with cooperate to get the job done. | 26.90% | 50.20% | 13.40% | 9.50% | 0.00% | 23 | |
| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | # of Respondents | |
| (2) I am given a real opportunity to improve my skills in my organization. | 34.40% | 30.20% | 7.40% | 18.50% | 9.50% | 23 | |
| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | # of Respondents | |
| (3) I have enough information to do my job well. | 42.70% | 40.00% | 12.90% | 4.40% | 0.00% | 23 | |
| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | # of Respondents | |
| (4) I feel encouraged to come up with new and better ways of doing things. | 34.10% | 42.40% | 4.40% | 13.70% | 5.30% | 23 | |
| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | # of Respondents | |
| (5) My work gives me a feeling of personal accomplishment. | 47.10% | 40.10% | 0.00% | 8.60% | 4.20% | 23 | |
| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | # of Respondents | |
| (6) I like the kind of work I do. | 47.10% | 44.30% | 8.60% | 0.00% | 0.00% | 23 | |
| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | # of Respondents | |
| (7) I have trust and confidence in my supervisor. | 45.50% | 13.10% | 17.90% | 4.50% | 19.00% | 23 | |
| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | # of Respondents | |
| (8) I recommend my organization as a good place to work. | 31.00% | 38.10% | 7.40% | 13.90% | 9.50% | 23 | |
| | Very Good | Good | Fair | Poor | Very Poor | # of Respondents | |
| (9) Overall, how good a job do you feel is being done by your immediate supervisor/team leader? | 41.20% | 21.90% | 14.70% | 7.40% | 14.80% | 23 | |
| | Very Good | Good | Fair | Poor | Very Poor | # of Respondents | |
| (10) How would you rate the overall quality of work done by your work group? | 59.10% | 21.90% | 9.50% | 4.20% | 5.30% | 23 | |
| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Do Not Know | Positive Responses (Strongly Agree/Agree) |
| (11) The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals. | 26.70% | 49.80% | 5.30% | 8.60% | 9.50% | 0.00% | 76.60% |
| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Do Not Know | Positive Responses (Strongly Agree/Agree) |
| (12) My supervisor supports my need to balance work and other life issues. | 50.30% | 20.10% | 6.10% | 4.50% | 13.70% | 5.30% | 70.30% |
| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Do Not Know | Positive Responses (Strongly Agree/Agree) |
| (13) Supervisors/team leaders in my work unit provide employees with the opportunities to demonstrate their leadership skills. | 35.20% | 31.50% | 5.30% | 9.00% | 19.00% | 0.00% | 66.70% |
| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Do Not Know | Positive Responses (Strongly Agree/Agree) |
| (14) My work unit is able to recruit people with the right skills. | 24.90% | 51.60% | 5.30% | 4.40% | 13.70% | 0.00% | 76.60% |
| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Do Not Know | Positive Responses (Strongly Agree/Agree) |
| (15) The skill level in my work unit has improved in the past year. | 13.70% | 55.20% | 18.20% | 4.40% | 8.40% | 0.00% | 68.90% |
| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Do Not Know | Positive Responses (Strongly Agree/Agree) |
| (16) I have sufficient resources (for example, people, materials, budget) to get my job done. | 9.00% | 61.30% | 4.40% | 17.60% | 7.60% | 0.00% | 70.40% |
| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Do Not Know | Positive Responses (Strongly Agree/Agree) |
| (17) My workload is reasonable. | 25.00% | 49.40% | 12.80% | 0.00% | 12.90% | 0.00% | 74.40% |
| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Do Not Know | Positive Responses (Strongly Agree/Agree) |
| (18) My talents are used well in the workplace. | 29.10% | 37.90% | 5.30% | 4.30% | 23.40% | 0.00% | 67.00% |
| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Do Not Know | Positive Responses (Strongly Agree/Agree) |
| (19) I know how my work relates to the agency's goals and priorities. | 42.40% | 42.80% | 9.50% | 5.30% | 0.00% | 0.00% | 85.20% |
| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Do Not Know | Positive Responses (Strongly Agree/Agree) |
| (20) The work I do is important. | 57.50% | 37.20% | 5.30% | 0.00% | 0.00% | 0.00% | 94.70% |
| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Do Not Know | Positive Responses (Strongly Agree/Agree) |
| (21) Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well. | 40.00% | 50.80% | 9.20% | 0.00% | 0.00% | 0.00% | 90.80% |
| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Do Not Know | Positive Responses (Strongly Agree/Agree) |
| (22) Promotions in my work unit are based on merit. | 17.20% | 25.20% | 34.50% | 0.00% | 19.00% | 4.00% | 42.40% |

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Do Not Know | Positive Responses (Strongly Agree/Agree) |
|---|----------------|--------|----------------------------|----------|-------------------|-------------|---|
| (23) In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. | 8.50% | 39.00% | 20.40% | 8.80% | 23.30% | 0.00% | 47.50% |
| (24) Employees have a feeling of personal empowerment with respect to work processes. | 10.10% | 40.60% | 21.50% | 14.10% | 13.70% | 0.00% | 50.70% |
| (25) Employees are rewarded for providing high quality products and services to customers. | 18.00% | 33.20% | 16.60% | 9.00% | 19.00% | 4.30% | 51.20% |
| (26) Creativity and innovation are rewarded. | 13.40% | 45.60% | 13.20% | 4.40% | 19.00% | 4.30% | 59.10% |
| (27) Pay raises depend on how well employees perform their jobs. | 3.30% | 23.20% | 27.50% | 16.40% | 25.30% | 4.30% | 26.50% |
| (28) Awards in my work unit depend on how well employees perform their jobs. | 21.90% | 33.60% | 12.30% | 4.50% | 19.00% | 8.70% | 55.50% |
| (29) In my work unit, differences in performance are recognized in a meaningful way. | 18.50% | 16.50% | 29.30% | 12.20% | 19.00% | 4.40% | 35.10% |
| (30) My performance appraisal is a fair reflection of my performance. | 25.90% | 39.80% | 15.20% | 0.00% | 19.00% | 0.00% | 65.80% |
| (31) Discussions with my supervisor/team leader about my performance are worthwhile. | 26.30% | 27.90% | 16.10% | 10.60% | 19.00% | 0.00% | 54.20% |
| (32) In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding). | 38.40% | 30.80% | 8.60% | 8.50% | 13.70% | 0.00% | 69.20% |
| (33) I am held accountable for achieving results. | 41.30% | 38.60% | 14.80% | 0.00% | 5.30% | 0.00% | 79.90% |
| (34) Supervisors/team leaders in my work unit are committed to a workforce representative of all segments of society. | 22.10% | 26.80% | 24.20% | 12.20% | 14.80% | 0.00% | 48.90% |
| (35) Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring). | 14.10% | 36.90% | 35.20% | 4.30% | 9.50% | 0.00% | 51.00% |
| (36) Managers/supervisors/team leaders work well with employees of different backgrounds. | 18.00% | 45.60% | 12.90% | 4.40% | 19.00% | 0.00% | 63.60% |
| (37) I have a high level of respect for my organization's senior leaders. | 25.40% | 23.70% | 16.70% | 19.40% | 14.80% | 0.00% | 49.20% |
| (38) In my organization, leaders generate high levels of motivation and commitment in the workforce. | 17.50% | 16.90% | 30.40% | 20.40% | 14.80% | 0.00% | 34.40% |
| (39) My organization's leaders maintain high standards of honesty and integrity. | 27.40% | 17.20% | 24.40% | 16.20% | 14.80% | 0.00% | 44.60% |
| (40) Managers communicate the goals and priorities of the organization. | 22.10% | 40.40% | 5.30% | 17.40% | 14.80% | 0.00% | 62.50% |
| (41) Managers review and evaluate the organization's progress toward meeting its goals and objectives. | 17.50% | 45.70% | 13.40% | 0.00% | 19.00% | 4.40% | 63.10% |

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Do Not Know | Positive Responses (Strongly Agree/Agree) |
|---|----------------|-----------|------------------------------------|--------------|-------------------|------------------|---|
| (42) Employees are protected from health and safety hazards on the job. | 41.20% | 35.50% | 18.00% | 5.30% | 0.00% | 0.00% | 76.70% |
| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Do Not Know | Positive Responses (Strongly Agree/Agree) |
| (43) My organization has prepared employees for potential security threats. | 27.80% | 23.20% | 36.10% | 8.70% | 4.20% | 0.00% | 51.00% |
| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Do Not Know | Positive Responses (Strongly Agree/Agree) |
| (44) Complaints, disputes or grievances are resolved fairly in my work unit. | 22.60% | 36.00% | 9.20% | 13.00% | 14.80% | 4.40% | 58.60% |
| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Do Not Know | Positive Responses (Strongly Agree/Agree) |
| (45) Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated. | 22.10% | 25.70% | 16.90% | 16.20% | 19.10% | 0.00% | 47.80% |
| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Do Not Know | Positive Responses (Strongly Agree/Agree) |
| (46) 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. | 23.30% | 26.90% | 26.50% | 0.00% | 19.00% | 4.30% | 50.20% |
| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Do Not Know | Positive Responses (Strongly Agree/Agree) |
| (47) I can disclose a suspected violation of any law, rule or regulation without fear of reprisal. | 21.70% | 17.20% | 22.90% | 11.80% | 23.30% | 3.20% | 38.90% |
| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Do Not Know | Positive Responses (Strongly Agree/Agree) |
| (48) Supervisors/team leaders provide employees with constructive suggestions to improve their job performance. | 17.10% | 50.70% | 4.30% | 8.70% | 14.80% | 4.40% | 67.80% |
| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Do Not Know | Positive Responses (Strongly Agree/Agree) |
| (49) Supervisors/team leaders in my work unit support employee development. | 31.50% | 45.10% | 0.00% | 4.40% | 19.00% | 0.00% | 76.60% |
| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Do Not Know | Positive Responses (Strongly Agree/Agree) |
| (50) Employees have electronic access to learning and training programs readily available at their desk. | 27.60% | 32.60% | 8.40% | 17.40% | 10.60% | 3.30% | 60.20% |
| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Do Not Know | Positive Responses (Strongly Agree/Agree) |
| (51) My training needs are assessed. | 11.70% | 24.20% | 25.60% | 16.20% | 19.00% | 3.30% | 35.80% |
| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Do Not Know | Positive Responses (Strongly Agree/Agree) |
| (52) Managers promote communication among different work units (for example, about projects, goals, needed resources). | 12.40% | 35.20% | 19.70% | 9.20% | 23.40% | 0.00% | 47.60% |
| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Do Not Know | Positive Responses (Strongly Agree/Agree) |
| (53) Employees in my work unit share job knowledge with each other. | 34.10% | 41.20% | 5.30% | 4.50% | 14.90% | 0.00% | 75.30% |
| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Do Not Know | Positive Responses (Strongly Agree/Agree) |
| (54) Employees use information technology (for example, intranet, shared networks) to perform work. | 47.10% | 48.60% | 4.30% | 0.00% | 0.00% | 0.00% | 95.70% |
| | Very Satisfied | Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied | Very Dissatisfied | # of Respondents | |
| (55) How satisfied are you with your involvement in decisions that affect your work? | 26.10% | 40.90% | 5.30% | 17.10% | 10.60% | 23 | |
| | Very Satisfied | Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied | Very Dissatisfied | # of Respondents | |
| (56) How satisfied are you with the information you receive from management on what's going on in your organization? | 17.40% | 46.20% | 8.60% | 13.00% | 14.80% | 23 | |
| | Very Satisfied | Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied | Very Dissatisfied | # of Respondents | |
| (57) How satisfied are you with the recognition you receive for doing a good job? | 32.60% | 31.40% | 12.50% | 8.70% | 14.80% | 23 | |
| | Very Satisfied | Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied | Very Dissatisfied | # of Respondents | |
| (58) How satisfied are you with the policies and practices of your senior leaders? | 22.70% | 22.20% | 13.40% | 26.70% | 15.00% | 23 | |
| | Very Satisfied | Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied | Very Dissatisfied | # of Respondents | |
| (59) How satisfied are you with your opportunity to get a better job in your organization? | 23.40% | 21.50% | 18.60% | 17.40% | 19.10% | 23 | |
| | Very Satisfied | Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied | Very Dissatisfied | # of Respondents | |

| | | | | | | | |
|--|-----------------------|------------------|---|---------------------|--------------------------|--------------------------|--|
| (60) How satisfied are you with the training you receive for your present job? | 12.10% | 37.30% | 23.70% | 17.40% | 9.50% | 23 | |
| | Very Satisfied | Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied | Very Dissatisfied | # of Respondents | |
| (61) Considering everything, how satisfied are you with your job? | 33.30% | 38.90% | 9.70% | 12.70% | 5.30% | 23 | |
| | Very Satisfied | Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied | Very Dissatisfied | # of Respondents | |
| (62) Considering everything, how satisfied are you with your pay? | 23.40% | 35.90% | 14.80% | 17.60% | 8.20% | 23 | |
| | Very Satisfied | Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied | Very Dissatisfied | # of Respondents | |
| (63) Considering everything, how satisfied are you with your organization? | 22.10% | 44.90% | 9.60% | 12.90% | 10.60% | 23 | |
| | Very Satisfied | Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied | Very Dissatisfied | No Basis to Judge | Positive Responses (Very Satisfied/Satisfied) |
| (64) How satisfied are you with retirement benefits? | 16.50% | 41.20% | 20.60% | 4.60% | 5.30% | 11.80% | 57.70% |
| | Very Satisfied | Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied | Very Dissatisfied | No Basis to Judge | Positive Responses (Very Satisfied/Satisfied) |
| (65) How satisfied are you with health insurance benefits? | 26.20% | 54.30% | 15.20% | 0.00% | 0.00% | 4.30% | 80.50% |
| | Very Satisfied | Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied | Very Dissatisfied | No Basis to Judge | Positive Responses (Very Satisfied/Satisfied) |
| (66) How satisfied are you with life insurance benefits? | 17.10% | 51.20% | 15.20% | 0.00% | 0.00% | 16.50% | 68.30% |
| | Very Satisfied | Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied | Very Dissatisfied | No Basis to Judge | Positive Responses (Very Satisfied/Satisfied) |
| (67) How satisfied are you with long term care insurance benefits? | 16.20% | 21.90% | 21.90% | 6.80% | 0.00% | 33.20% | 38.10% |
| | Very Satisfied | Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied | Very Dissatisfied | No Basis to Judge | Positive Responses (Very Satisfied/Satisfied) |
| (68) How satisfied are you with the flexible spending account (FSA) program? | 26.30% | 51.10% | 10.90% | 0.00% | 0.00% | 11.80% | 77.30% |
| | Very Satisfied | Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied | Very Dissatisfied | # of Respondents | |
| (69) How satisfied are you with paid vacation time? | 38.90% | 46.90% | 0.00% | 14.20% | 0.00% | 23 | |
| | Very Satisfied | Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied | Very Dissatisfied | # of Respondents | |
| (70) How satisfied are you with paid leave for illness (for example, personal), including family care situations (for example, childbirth/adoption or elder care)? | 39.70% | 41.50% | 0.00% | 18.80% | 0.00% | 23 | |
| | Very Satisfied | Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied | Very Dissatisfied | No Basis to Judge | Positive Responses (Very Satisfied/Satisfied) |
| (71) How satisfied are you with child care subsidies? | 0.00% | 8.90% | 19.00% | 4.50% | 0.00% | 67.60% | 8.90% |
| | Very Satisfied | Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied | Very Dissatisfied | No Basis to Judge | Positive Responses (Very Satisfied/Satisfied) |
| (72) How satisfied are you with work/life programs (for example, health and wellness, employee assistance, elder care, and support groups)? | 10.10% | 14.20% | 16.40% | 4.20% | 0.00% | 55.10% | 24.30% |
| | Very Satisfied | Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied | Very Dissatisfied | No Basis to Judge | Positive Responses (Very Satisfied/Satisfied) |
| (73) How satisfied are you with telework/telecommuting? | 9.60% | 37.30% | 17.00% | 5.30% | 8.70% | 22.10% | 46.90% |
| | Very Satisfied | Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied | Very Dissatisfied | No Basis to Judge | Positive Responses (Very Satisfied/Satisfied) |
| (74) How satisfied are you with alternative work schedules? | 15.10% | 29.70% | 17.70% | 0.00% | 0.00% | 37.50% | 44.80% |