



2007 Annual Employee Survey Results Small Business Administration 2007- All Respondents

Surveys Sent: 2080

Surveys Returned: 1758

Response Rate: 85%

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	507	919	153	116	58		1,753
	Percentages	28.9%	52.4%	8.7%	6.6%	3.3%		100.0%
2. I am given a real opportunity to improve my skills in my organization.	Frequencies	262	723	362	262	141		1,750
	Percentages	15.0%	41.3%	20.7%	15.0%	8.1%		100.0%
3. My work gives me a feeling of personal accomplishment.	Frequencies	509	811	204	146	79		1,749
	Percentages	29.1%	46.4%	11.7%	8.3%	4.5%		100.0%
4. I like the kind of work I do.	Frequencies	654	791	187	75	46		1,753
	Percentages	37.3%	45.1%	10.7%	4.3%	2.6%		100.0%
5. I have trust and confidence in my supervisor.	Frequencies	529	605	280	176	159		1,749
	Percentages	30.2%	34.6%	16.0%	10.1%	9.1%		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	591	555	341	147	106		1,740
	Percentages	34.0%	31.9%	19.6%	8.4%	6.1%		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	292	871	248	240	52	40	1,743
	Percentages	16.8%	50.0%	14.2%	13.8%	3.0%	2.3%	100.0%
8. My work unit is able to recruit people with the right skills.	Frequencies	161	433	416	355	217	162	1,744
	Percentages	9.2%	24.8%	23.9%	20.4%	12.4%	9.3%	100.0%
9. I know how my work relates to the agency's goals and priorities.	Frequencies	669	818	123	53	45	38	1,746
	Percentages	38.3%	46.8%	7.0%	3.0%	2.6%	2.2%	100.0%
10. The work I do is important.	Frequencies	887	643	97	33	31	56	1,747
	Percentages	50.8%	36.8%	5.6%	1.9%	1.8%	3.2%	100.0%
11. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	Frequencies	522	729	160	200	89	41	1,741
	Percentages	30.0%	41.9%	9.2%	11.5%	5.1%	2.4%	100.0%
12. Supervisors/team leaders in my work unit support employee development.	Frequencies	451	638	277	198	138	46	1,748
	Percentages	25.8%	36.5%	15.8%	11.3%	7.9%	2.6%	100.0%
13. My talents are used well in the workplace.	Frequencies	443	698	214	237	131	25	1,748
	Percentages	25.3%	39.9%	12.2%	13.6%	7.5%	1.4%	100.0%
14. My training needs are assessed.	Frequencies	225	631	383	311	152	42	1,744
	Percentages	12.9%	36.2%	22.0%	17.8%	8.7%	2.4%	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	189	429	405	277	262	188	1,750
	Percentages	10.8%	24.5%	23.1%	15.8%	15.0%	10.7%	100.0%
16. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	Frequencies	105	409	433	320	282	196	1,745
	Percentages	6.0%	23.4%	24.8%	18.3%	16.2%	11.2%	100.0%
17. Creativity and innovation are rewarded.	Frequencies	224	520	405	303	219	76	1,747
	Percentages	12.8%	29.8%	23.2%	17.3%	12.5%	4.4%	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	364	747	247	186	114	92	1,750
	Percentages	20.8%	42.7%	14.1%	10.6%	6.5%	5.3%	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	175	487	412	380	177	121	1,752
	Percentages	10.0%	27.8%	23.5%	21.7%	10.1%	6.9%	100.0%
20. Pay raises depend on how well employees perform their jobs.	Frequencies	115	346	420	432	277	163	1,753
	Percentages	6.6%	19.7%	24.0%	24.6%	15.8%	9.3%	100.0%
21. My performance appraisal is a fair reflection of my performance.	Frequencies	351	735	272	192	130	69	1,749
	Percentages	20.1%	42.0%	15.6%	11.0%	7.4%	3.9%	100.0%
22. Discussions with my supervisor/ team leader about my performance are worthwhile.	Frequencies	346	656	347	214	152	36	1,751
	Percentages	19.8%	37.5%	19.8%	12.2%	8.7%	2.1%	100.0%
23. Managers/supervisors/team leaders work well with employees of different backgrounds.	Frequencies	357	716	307	169	125	76	1,750
	Percentages	20.4%	40.9%	17.5%	9.7%	7.1%	4.3%	100.0%
24. My supervisor supports my need to balance work	Frequencies	666	704	203	57	78	41	1,749

and family issues.	Percentages	38.1%	40.3%	11.6%	3.3%	4.5%	2.3%	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	354	594	359	232	200	14	1,753
	Percentages	20.2%	33.9%	20.5%	13.2%	11.4%	0.8%	100.0%
26. In my organization, leaders generate high levels of motivation and commitment in the workforce.	Frequencies	238	509	398	353	221	33	1,752
	Percentages	13.6%	29.1%	22.7%	20.1%	12.6%	1.9%	100.0%
27. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	Frequencies	316	826	289	143	82	95	1,751
	Percentages	18.0%	47.2%	16.5%	8.2%	4.7%	5.4%	100.0%
28. Employees are protected from health and safety hazards on the job.	Frequencies	424	911	227	84	52	51	1,749
	Percentages	24.2%	52.1%	13.0%	4.8%	3.0%	2.9%	100.0%
29. Employees have a feeling of personal empowerment with respect to work processes.	Frequencies	194	571	418	346	156	62	1,747
	Percentages	11.1%	32.7%	23.9%	19.8%	8.9%	3.5%	100.0%
30. My workload is reasonable.	Frequencies	199	875	237	255	175	6	1,747
	Percentages	11.4%	50.1%	13.6%	14.6%	10.0%	0.3%	100.0%
31. Managers communicate the goals and priorities of the organization.	Frequencies	342	848	263	181	106	8	1,748
	Percentages	19.6%	48.5%	15.0%	10.4%	6.1%	0.5%	100.0%
32. My organization has prepared employees for potential security threats.	Frequencies	264	852	315	167	85	66	1,749
	Percentages	15.1%	48.7%	18.0%	9.5%	4.9%	3.8%	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	173	726	374	301	152		1,726
	Percentages	10.0%	42.1%	21.7%	17.4%	8.8%		100.0%
34. How satisfied are you with your involvement in decisions that affect your work?	Frequencies	170	598	418	346	193		1,725
	Percentages	9.9%	34.7%	24.2%	20.1%	11.2%		100.0%
35. How satisfied are you with your opportunity to get a better job in your organization?	Frequencies	106	429	517	371	301		1,724
	Percentages	6.1%	24.9%	30.0%	21.5%	17.5%		100.0%
36. How satisfied are you with the recognition you receive for doing a good job?	Frequencies	202	622	393	297	212		1,726
	Percentages	11.7%	36.0%	22.8%	17.2%	12.3%		100.0%
37. How satisfied are you with the policies and practices of your senior leaders?	Frequencies	155	579	477	290	226		1,727
	Percentages	9.0%	33.5%	27.6%	16.8%	13.1%		100.0%
38. How satisfied are you with the training you receive for your present job?	Frequencies	153	684	439	296	153		1,725
	Percentages	8.9%	39.7%	25.4%	17.2%	8.9%		100.0%
39. Considering everything, how satisfied are you with your job?	Frequencies	338	799	315	177	102		1,731
	Percentages	19.5%	46.2%	18.2%	10.2%	5.9%		100.0%
40. Considering everything, how satisfied are you with your pay?	Frequencies	257	840	295	221	114		1,727
	Percentages	14.9%	48.6%	17.1%	12.8%	6.6%		100.0%

Demographics

What is your supervisory status?

	N	%
Non-Supervisor	1,152	66%
Team Leader	205	12%
Supervisor	200	11%
Manager	148	8%
Executive	42	2%

Are you...	N	%
Male	748	43%
Female	987	57%

Are you Hispanic or Latino?	N	%
Yes	210	12%
No	1,508	88%

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

	N	%
White	1,098	66%
Black or African-American	412	25%
Native Hawaiian or other Pacific Islander	18	1%
Asian	77	5%
American Indian or Alaska Native	19	1%
Two or more races	29	2%

What is your agency subcomponent?	N	%
Capital Access	275	16%
Entrepreneurial Development	58	3%
Government Contracting & Business Development	149	9%
Field Operations	751	45%
Management & Administration	96	6%
Performance Management & Chief Financial Officer	313	19%
Other (i.e., Office of the Administrator & Office of Advocacy)	31	2%

Where are you located?	N	%
Headquarters	504	29%
Field	1,206	71%

Annual Employee Survey Results, 2007
Small Business Administration 2007
All Respondents

1. **How the survey was conducted:** The survey was conducted online from October 15th, 2007 to October 31st, 2007.
2. **Description of sample:** All 2080 full-time permanent employees of the agency were surveyed with the exception of ODA(Office of Disaster), Public Law (mostly Advocacy term employees) and OIG (Office of the Inspector General) employees. These offices were excluded from the AES because they are not considered full time permanent regularly funded employees. SBA also wanted to survey the same population that OPM identified for the 2006 FHCS which was full time permanent regularly funded employees.
3. **Survey items and response choices:** See the tables on the following pages.
4. **Number of employees surveyed, number who responded, and representativeness of respondents:** Of the 2,080 employees surveyed, 1,758 responded, for a 85% response rate. These respondents are representative of the population except for an overrepresentation of Team Leaders and Managers and an underrepresentation of Supervisors. Representation could not be established for participants who consider themselves to be of two or more races and for the comparison between participants locted in headquarters versus the field.

Supervisory Status	Population	Respondents
Non-supervisor	71%	66%
Team Leader	4%	12%
Supervisor	20%	11%
Manager	1%	8%
Executive	3%	2%
Gender		
Male	43%	43%
Female	57%	57%
Are you: Hispanic or Latino		
Yes	11%	12%
No	89%	88%
Racial Category		
White	66%	66%

Black or African-American	27%	25%
Native Hawaiian or Other Pacific Islander	0%	1%
Asian	6%	5%
American Indian or Alaska Native	1%	1%
Two or more races	Not Available	2%
Sub-Agency		
Capital Access	19%	16%
Entrepreneurial Development	2%	3%
Government Contracting & Business Development	8%	9%
Field Operations	44%	45%
Management & Administration	5%	6%
Performance Management & Chief Financial Officer	21%	19%
Other (i.e., Office of the Administrator & Office of the Advocacy)	1%	2%
Headquarters/Field		
Headquarters	29%	29%
Field	71%	71%