

2007 ANNUAL EMPLOYEE SURVEY RESULTS

FEDERAL MARITIME COMMISSION

Summary

Sixty-six percent of Federal Maritime Commission (FMC) employees responded to the 2007 Annual Employee Survey which was conducted online from September 17, 2007 until October 12, 2007. All 118 full-time permanent employees of the agency were surveyed. Overall, results from the 2007 Annual Employee Survey indicate that FMC employees believe that the work they do is important, they work well with fellow employees to conduct the work of the agency, and the agency does a good job in the areas of recruitment, development and retention.

Employees are extremely satisfied with the support they receive for balancing work and family issues and believe they have a reasonable workload. It is clear from these results that FMC employees continue to be committed to working for America. Almost 75% of FMC employees like what they do (Q.4) and feel a sense of accomplishment in doing their jobs (Q.3). Over 80% of employees believe that they and their fellow employees work well together (Q.1) and nearly 80% believe the work they do is important (Q. 10). Overall job satisfaction is at 75% (Q.39).

FMC employees believe their organizations have the talent and skills necessary to do the job. Nearly three-fourths of FMC workers feel they are given a real opportunity to improve their skills (Q.2) and 85% believe their fellow workers have the right skills to accomplish their jobs (Q.7). Nearly 75% of employees feel their supervisors support their development (Q.12) and nearly 70% believe their talents are well used (Q.13). About 72% say they receive the training they need to do their jobs (Q.38), and nearly 70% believe their training needs are assessed (Q.14).

Areas in which we could improve are identified in six items which reflected less favorable views among the Commission's employees (Questions #4, 10, 25, 27, 31 and 34). Notable in this category were concerns regarding the agency's senior leaders (#25) and management's commitment to evaluating and communicating to staff the priorities of the organization (#27, #31 and #34). A considerable number of employees (32%) continue to believe that the performance management system fails to deal with poor performers (Question #16). The two remaining items (Questions #4 and 10) address the employees' attitudes towards the kind of work they do; while decreases are noted in these items, these responses remain decidedly positive overall.

Trend Analysis

We analyzed the results of the 2007 Annual Employee Survey with the 2006 Federal Human Capital Survey. FMC's response rate of 66% was slightly below the agency's 70% response rate for the 2006 Survey.

Of the 40 questions featured in the survey, question #18 is new, with no historic trend data. This question seeks to measure employees' understanding of the annual performance appraisal process, with more than 75% of FMC employees acknowledging they understood what was required by way of job performance to be rated at different performance levels.

Eleven items reflected marked shifts from the 2006 results, where a variance of more than nine percent was recorded. All eleven items constituted positive increases (Questions #8, 14, 15, 17, 20, 22, 29, 30, 36, 38 and 39), with no decreases. These results speak to an improved perception of the "performance culture" here at the Commission, inclusive of management's emphasis on training needs (#14 and #38), greater fairness in perceptions of pay and promotions (#15 and #20) and in the review of personal performance (#17, #22 and #36).

Twenty questions shifted by between two and nine percent from the figures reported in the 2006 Survey. Of these items, fourteen constituted more favorable opinions than were registered in the 2006 Survey (Questions #1, 3, 5, 9, 13, 16, 19, 21, 23, 24, 26, 28, 35 and 37).

Eight questions showed less than a two percent change, too small to reflect a trend having statistical significance.

**2007 Annual Employee Survey Results for
Federal Maritime Commission
All Respondents**

Surveys Sent: 118

Surveys Returned: 78

Response Rate: 66%

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	19	46	3	5	5		78
	Percentages	24.4%	59.0%	3.8%	6.4%	6.4%		100.0%
2. I am given a real opportunity to improve my skills in my organization.	Frequencies	21	35	7	10	5		78
	Percentages	26.9%	44.9%	9.0%	12.8%	6.4%		100.0%
3. My work gives me a feeling of personal accomplishment.	Frequencies	16	41	8	7	5		77
	Percentages	20.8%	53.2%	10.4%	9.1%	6.5%		100.0%
4. I like the kind of work I do.	Frequencies	17	41	9	6	5		78
	Percentages	21.8%	52.6%	11.5%	7.7%	6.4%		100.0%
5. I have trust and confidence in my supervisor.	Frequencies	24	28	13	6	6		77
	Percentages	31.2%	36.4%	16.9%	7.8%	7.8%		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	28	25	14	5	6		78
	Percentages	35.9%	32.1%	17.9%	6.4%	7.7%		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	20	46	5	3	3	1	78
	Percentages	25.6%	59.0%	6.4%	3.8%	3.8%	1.3%	100.0%
8. My work unit is able to recruit people with the right skills.	Frequencies	16	40	9	4	5	4	78
	Percentages	20.5%	51.3%	11.5%	5.1%	6.4%	5.1%	100.0%
9. I know how my work relates to the agency's goals and priorities.	Frequencies	31	37	3	3	2	2	78
	Percentages	39.7%	47.4%	3.8%	3.8%	2.6%	2.6%	100.0%
10. The work I do is important.	Frequencies	30	32	7	5	2	2	78
	Percentages	38.5%	41.0%	9.0%	6.4%	2.6%	2.6%	100.0%
11. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	Frequencies	29	39	2	5	3	0	78
	Percentages	37.2%	50.0%	2.6%	6.4%	3.8%	0.0%	100.0%
12. Supervisors/team leaders in my work unit support employee development.	Frequencies	28	30	6	6	5	3	78
	Percentages	35.9%	38.5%	7.7%	7.7%	6.4%	3.8%	100.0%
13. My talents are used well in the workplace.	Frequencies	18	36	8	8	6	2	78
	Percentages	23.1%	46.2%	10.3%	10.3%	7.7%	2.6%	100.0%
14. My training needs are assessed.	Frequencies	17	37	11	9	1	3	78
	Percentages	21.8%	47.4%	14.1%	11.5%	1.3%	3.8%	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	13	25	15	10	8	7	78
	Percentages	16.7%	32.1%	19.2%	12.8%	10.3%	9.0%	100.0%
16. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	Frequencies	3	22	15	17	11	10	78
	Percentages	3.8%	28.2%	19.2%	21.8%	14.1%	12.8%	100.0%
17. Creativity and innovation are rewarded.	Frequencies	13	36	13	8	8	0	78
	Percentages	16.7%	46.2%	16.7%	10.3%	10.3%	0.0%	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	21	39	7	5	1	5	78
	Percentages	26.9%	50.0%	9.0%	6.4%	1.3%	6.4%	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	11	23	16	12	6	10	78
	Percentages	14.1%	29.5%	20.5%	15.4%	7.7%	12.8%	100.0%
20. Pay raises depend on how well employees perform their jobs.	Frequencies	8	24	16	16	7	7	78
	Percentages	10.3%	30.8%	20.5%	20.5%	9.0%	9.0%	100.0%
21. My performance appraisal is a fair reflection of my performance.	Frequencies	22	38	6	4	3	5	78
	Percentages	28.2%	48.7%	7.7%	5.1%	3.8%	6.4%	100.0%
22. Discussions with my supervisor/ team leader about my performance are worthwhile.	Frequencies	23	34	11	7	2	1	78
	Percentages	29.5%	43.6%	14.1%	9.0%	2.6%	1.3%	100.0%
23. Managers/supervisors/team leaders work well with employees of different backgrounds.	Frequencies	20	37	12	4	3	2	78
	Percentages	25.6%	47.4%	15.4%	5.1%	3.8%	2.6%	100.0%

Prescribed Questions: Performance Culture (continued)								
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
24. My supervisor supports my need to balance work and family issues.	Frequencies	44	29	4	1	0	0	78
	Percentages	56.4%	37.2%	5.1%	1.3%	0.0%	0.0%	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	9	29	16	11	11	2	78
	Percentages	11.5%	37.2%	20.5%	14.1%	14.1%	2.6%	100.0%
26. In my organization, leaders generate high levels of motivation and commitment in the workforce.	Frequencies	8	26	15	16	11	2	78
	Percentages	10.3%	33.3%	19.2%	20.5%	14.1%	2.6%	100.0%
27. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	Frequencies	12	34	14	6	8	4	78
	Percentages	15.4%	43.6%	17.9%	7.7%	10.3%	5.1%	100.0%
28. Employees are protected from health and safety hazards on the job.	Frequencies	24	38	9	2	3	2	78
	Percentages	30.8%	48.7%	11.5%	2.6%	3.8%	2.6%	100.0%
29. Employees have a feeling of personal empowerment with respect to work processes.	Frequencies	8	35	19	8	5	3	78
	Percentages	10.3%	44.9%	24.4%	10.3%	6.4%	3.8%	100.0%
30. My workload is reasonable.	Frequencies	16	50	3	8	1	0	78
	Percentages	20.5%	64.1%	3.8%	10.3%	1.3%	0.0%	100.0%
31. Managers communicate the goals and priorities of the organization.	Frequencies	15	30	14	11	7	1	78
	Percentages	19.2%	38.5%	17.9%	14.1%	9.0%	1.3%	100.0%
32. My organization has prepared employees for potential security threats.	Frequencies	18	43	10	3	2	1	77
	Percentages	23.4%	55.8%	13.0%	3.9%	2.6%	1.3%	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	8	35	14	14	6		77
	Percentages	10.4%	45.5%	18.2%	18.2%	7.8%		100.0%
34. How satisfied are you with your involvement in decisions that affect your work?	Frequencies	14	31	15	14	3		77
	Percentages	18.2%	40.3%	19.5%	18.2%	3.9%		100.0%
35. How satisfied are you with your opportunity to get a better job in your organization?	Frequencies	7	28	23	11	8		77
	Percentages	9.1%	36.4%	29.9%	14.3%	10.4%		100.0%
36. How satisfied are you with the recognition you receive for doing a good job?	Frequencies	19	33	15	8	2		77
	Percentages	24.7%	42.9%	19.5%	10.4%	2.6%		100.0%
37. How satisfied are you with the policies and practices of your senior leaders?	Frequencies	9	26	19	15	8		77
	Percentages	11.7%	33.8%	24.7%	19.5%	10.4%		100.0%
38. How satisfied are you with the training you receive for your present job?	Frequencies	18	37	14	4	4		77
	Percentages	23.4%	48.1%	18.2%	5.2%	5.2%		100.0%
39. Considering everything, how satisfied are you with your job?	Frequencies	18	40	5	10	4		77
	Percentages	23.4%	51.9%	6.5%	13.0%	5.2%		100.0%
40. Considering everything, how satisfied are you with your pay?	Frequencies	15	39	11	9	3		77
	Percentages	19.5%	50.6%	14.3%	11.7%	3.9%		100.0%