

**2009 Annual Employee Survey Results for the
Corporation for National Community Service
All Respondents**

- 1. Interpretation of Results:** The results of the 2009 Annual Employee Survey (AES) reflect the attitudes and experiences of a workforce that is highly dedicated to the Corporation's mission. Corporation employees also clearly derive a sense of satisfaction and accomplishment from the work done to accomplish that mission. The survey results are consistent with a workforce comprised of employees who have chosen to invest much of their talents, energy, knowledge, and enthusiasm in their work. And while the results are generally positive, the Corporation will continue to seek improvements in its human capital practices.

- 2. How the survey was conducted:** The survey was conducted online from October 10 to October 20, 2009.

- 3. Description of sample:** All full-time permanent employees of the agency were surveyed.

- 4. Survey items and response choices:** See the tables on the following pages.

- 5. Number of employees surveyed, number who responded, and representativeness of respondents:** Of the 566 employees surveyed, 201 responded, for a 36% response rate.

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Surveys Sent: 566

Surveys Returned: 201

Response Rate: 36%

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	76	102	9	12	2		201
	Percentages	37.8%	50.7%	4.5%	6.0%	1.0%		100.0%
2. I am given a real opportunity to improve my skills in my organization.	Frequencies	42	89	30	23	16		200
	Percentages	21.0%	44.5%	15.0%	11.5%	8.0%		100.0%
3. My work gives me a feeling of personal accomplishment.	Frequencies	74	79	25	12	11		201
	Percentages	36.8%	39.3%	12.4%	6.0%	5.5%		100.0%
4. I like the kind of work I do.	Frequencies	87	72	29	8	5		201
	Percentages	43.3%	35.8%	14.4%	4.0%	2.5%		100.0%
5. I have trust and confidence in my supervisor.	Frequencies	83	55	19	16	27		200
	Percentages	41.5%	27.5%	9.5%	8.0%	13.5%		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	88	52	25	19	14		198
	Percentages	44.4%	26.3%	12.6%	9.6%	7.1%		100.0%

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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	28	112	25	27	5	3	200
	Percentages	14.0%	56.0%	12.5%	13.5%	2.5%	1.5%	100.0%
8. My work unit is able to recruit people with the right skills.	Frequencies	39	84	29	31	9	8	200
	Percentages	19.5%	42.0%	14.5%	15.5%	4.5%	4.0%	100.0%
9. I know how my work relates to the agency's goals and priorities.	Frequencies	82	95	12	9	3	0	201
	Percentages	40.8%	47.3%	6.0%	4.5%	1.5%	0.0%	100.0%
10. The work I do is important.	Frequencies	113	70	14	1	3	0	201
	Percentages	56.2%	34.8%	7.0%	0.5%	1.5%	0.0%	100.0%
11. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	Frequencies	58	75	30	22	16	0	201
	Percentages	28.9%	37.3%	14.9%	10.9%	8.0%	0.0%	100.0%
12. Supervisors/team leaders in my work unit support employee development.	Frequencies	65	66	30	24	13	2	200
	Percentages	32.5%	33.0%	15.0%	12.0%	6.5%	1.0%	100.0%
13. My talents are used well in the workplace.	Frequencies	52	81	14	28	23	3	201
	Percentages	25.9%	40.3%	7.0%	13.9%	11.4%	1.5%	100.0%
14. My training needs are assessed.	Frequencies	21	59	45	50	22	2	199
	Percentages	10.6%	29.6%	22.6%	25.1%	11.1%	1.0%	100.0%

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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	20	64	38	23	28	27	200
	Percentages	10.0%	32.0%	19.0%	11.5%	14.0%	13.5%	100.0%
16. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	Frequencies	13	35	49	31	34	37	199
	Percentages	6.5%	17.6%	24.6%	15.6%	17.1%	18.6%	100.0%
17. Creativity and innovation are rewarded.	Frequencies	18	69	47	33	24	9	200
	Percentages	9.0%	34.5%	23.5%	16.5%	12.0%	4.5%	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	40	77	25	18	18	22	200
	Percentages	20.0%	38.5%	12.5%	9.0%	9.0%	11.0%	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	15	61	42	41	19	22	200
	Percentages	7.5%	30.5%	21.0%	20.5%	9.5%	11.0%	100.0%
20. Pay raises depend on how well employees perform their jobs.	Frequencies	15	45	38	36	32	34	200
	Percentages	7.5%	22.5%	19.0%	18.0%	16.0%	17.0%	100.0%
21. My performance appraisal is a fair reflection of my performance.	Frequencies	44	88	23	10	13	22	200
	Percentages	22.0%	44.0%	11.5%	5.0%	6.5%	11.0%	100.0%
22. Discussions with my supervisor/ team leader about my performance are worthwhile.	Frequencies	43	79	31	16	21	10	200
	Percentages	21.5%	39.5%	15.5%	8.0%	10.5%	5.0%	100.0%
23. Managers/supervisors/team leaders work well with employees of different backgrounds.	Frequencies	45	89	30	15	11	10	200
	Percentages	22.5%	44.5%	15.0%	7.5%	5.5%	5.0%	100.0%
24. My supervisor supports my need to balance work and family issues.	Frequencies	89	71	23	9	7	1	200
	Percentages	44.5%	35.5%	11.5%	4.5%	3.5%	0.5%	100.0%

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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	35	80	40	26	15	3	199
	Percentages	17.6%	40.2%	20.1%	13.1%	7.5%	1.5%	100.0%
26. In my organization, leaders generate high levels of motivation and commitment in the workforce.	Frequencies	26	75	44	32	18	4	199
	Percentages	13.1%	37.7%	22.1%	16.1%	9.0%	2.0%	100.0%
27. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	Frequencies	22	102	33	17	9	16	199
	Percentages	11.1%	51.3%	16.6%	8.5%	4.5%	8.0%	100.0%
28. Employees are protected from health and safety hazards on the job.	Frequencies	48	112	18	12	6	3	199
	Percentages	24.1%	56.3%	9.0%	6.0%	3.0%	1.5%	100.0%
29. Employees have a feeling of personal empowerment with respect to work processes.	Frequencies	21	85	38	35	14	6	199
	Percentages	10.6%	42.7%	19.1%	17.6%	7.0%	3.0%	100.0%
30. My workload is reasonable.	Frequencies	20	106	24	30	18	1	199
	Percentages	10.1%	53.3%	12.1%	15.1%	9.0%	0.5%	100.0%
31. Managers communicate the goals and priorities of the organization.	Frequencies	35	96	29	30	8	1	199
	Percentages	17.6%	48.2%	14.6%	15.1%	4.0%	0.5%	100.0%
32. My organization has prepared employees for potential security threats.	Frequencies	24	95	36	26	10	8	199
	Percentages	12.1%	47.7%	18.1%	13.1%	5.0%	4.0%	100.0%

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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	31	98	33	27	9		198
	Percentages	15.7%	49.5%	16.7%	13.6%	4.5%		100.0%
34. How satisfied are you with your involvement in decisions that affect your work?	Frequencies	26	89	25	42	16		198
	Percentages	13.1%	44.9%	12.6%	21.2%	8.1%		100.0%
35. How satisfied are you with your opportunity to get a better job in your organization?	Frequencies	17	49	57	35	38		196
	Percentages	8.7%	25.0%	29.1%	17.9%	19.4%		100.0%
36. How satisfied are you with the recognition you receive for doing a good job?	Frequencies	30	83	37	25	23		198
	Percentages	15.2%	41.9%	18.7%	12.6%	11.6%		100.0%
37. How satisfied are you with the policies and practices of your senior leaders?	Frequencies	15	86	46	30	20		197
	Percentages	7.6%	43.7%	23.4%	15.2%	10.2%		100.0%
38. How satisfied are you with the training you receive for your present job?	Frequencies	16	69	49	53	11		198
	Percentages	8.1%	34.8%	24.7%	26.8%	5.6%		100.0%
39. Considering everything, how satisfied are you with your job?	Frequencies	50	86	28	22	12		198
	Percentages	25.3%	43.4%	14.1%	11.1%	6.1%		100.0%
40. Considering everything, how satisfied are you with your pay?	Frequencies	31	82	43	22	20		198
	Percentages	15.7%	41.4%	21.7%	11.1%	10.1%		100.0%