

2010 Annual Employee Survey Results for the Corporation for National Community Service

- 1 **Interpretation of Results:** The results of the 2010 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 February 9 to March 19, 2010.

- 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 509 employees surveyed, 352 responded, for a 69% response rate.

CORPORATION FOR NATIONAL AND COMMUNITY SERVICE
2010 ANNUAL EMPLOYEE SURVEY RESULTS
(Survey Administration Period 2/9/2010 to 3/19/2010)

		Percent Positive	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
1	I am given a real opportunity to improve my skills in my organization.	N 69.9	78 21.9	166 47.9	49 13.6	42 12.2	16 4.3	351 100.0	NA
2	My work gives me a feeling of personal accomplishment.	N 79.0	130 36.6	148 42.4	40 11.2	20 5.9	14 3.9	352 100.0	NA
3	I like the kind of work I do.	N 86.4	156 43.8	148 42.5	30 8.3	10 3.4	7 2.0	351 100.0	NA
4	My workload is reasonable.	N 49.3	22 6.1	151 43.2	60 17.0	68 19.0	50 14.7	351 100.0	1
5	My talents are used well in the workplace.	N 62.6	59 16.3	163 46.3	51 15.1	46 13.2	30 9.2	349 100.0	2
6	I know how my work relates to the agency's goals and priorities.	N 90.9	139 38.9	176 52.0	18 4.7	13 3.6	3 0.8	349 100.0	1
7	The work I do is important.	N 92.4	197 56.0	125 36.4	21 5.9	1 0.3	5 1.4	349 100.0	0
8	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N 79.9	121 34.6	161 45.3	27 7.9	29 8.4	12 3.9	350 100.0	1
9	My performance appraisal is a fair reflection of my performance.	N 71.9	100 28.7	143 43.1	56 16.5	20 6.2	21 5.5	340 100.0	10
10	My training needs are assessed.	N 48.6	37 10.3	129 38.3	77 20.8	65 19.5	36 11.1	344 100.0	7
11	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).	N 63.4	75 20.5	143 42.9	46 13.3	41 13.6	34 9.7	339 100.0	13
12	The people I work with cooperate to get the job done.	N 81.2	114 32.4	167 48.8	31 8.9	28 8.9	3 1.0	343 100.0	NA
13	My work unit is able to recruit people with the right skills.	N 65.1	59 17.3	160 47.8	67 19.3	38 11.9	11 3.6	335 100.0	15
14	Promotions in my work unit are based on merit.	N 44.4	42 12.8	101 31.6	81 26.5	49 17.4	36 11.7	309 100.0	40

Percentages are weighted to represent the Agency's population.

** Sum of responses excluding DNK/NBJ
Sample or Census: Census
Number in Population: 509

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15	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N %	39.3	36 10.8	86 28.5	83 26.6	53 18.1	43 16.0	301 100.0	49
16	In my work unit, differences in performance are recognized in a meaningful way.	N %	42.8	35 10.2	111 32.6	79 24.3	60 19.9	40 12.9	325 100.0	26
17	The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N %	75.7	47 13.3	210 62.4	46 13.4	29 9.3	5 1.7	337 100.0	8
18	Employees have a feeling of personal empowerment with respect to work processes.	N %	55.4	42 12.1	146 43.3	71 21.0	53 15.8	25 7.9	337 100.0	8
19	Creativity and innovation are rewarded.	N %	48.3	32 9.0	128 39.2	81 24.6	58 17.9	28 9.2	327 100.0	17
20	Pay raises depend on how well employees perform their jobs.	N %	37.0	22 6.6	91 30.4	80 26.0	56 19.8	52 17.1	301 100.0	45
21	Employees are protected from health and safety hazards on the job.	N %	86.6	90 25.9	201 60.7	35 9.8	9 2.8	3 0.8	338 100.0	8
22	My organization has prepared employees for potential security threats.	N %	67.9	56 16.5	173 51.5	62 17.6	36 10.6	13 3.9	340 100.0	7
23	My supervisor supports my need to balance work and other life issues.	N %	83.6	154 45.1	133 38.5	25 7.5	15 4.8	14 4.1	341 100.0	3
24	Discussions with my supervisor/team leader about my performance are worthwhile.	N %	67.2	100 29.4	127 37.7	56 16.2	31 10.4	21 6.3	335 100.0	6
25	Supervisors/team leaders in my work unit support employee development.	N %	73.1	105 30.3	143 42.8	58 16.6	18 5.5	15 4.9	339 100.0	4
26	I have trust and confidence in my supervisor.	N %	69.8	128 35.4	116 34.4	47 14.0	22 7.4	31 8.7	344 100.0	NA

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			Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total**	Do Not Know/ No Basis to Judge
27	Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	N		154	103	50	18	19	344	NA
		%	73.4	43.3	30.1	15.5	6.0	5.1	100.0	
			Percent Positive	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
28	In my organization, leaders generate high levels of motivation and commitment in the workforce.	N		44	137	83	52	22	338	4
		%	53.0	12.7	40.3	23.7	16.9	6.4	100.0	
29	Managers/supervisors/team leaders work well with employees of different backgrounds.	N		66	169	57	23	10	325	17
		%	72.5	19.2	53.4	17.4	7.1	3.0	100.0	
30	Managers communicate the goals and priorities of the organization.	N		54	190	60	29	9	342	0
		%	71.5	15.0	56.5	17.6	8.4	2.4	100.0	
31	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N		57	159	66	24	6	312	28
		%	68.8	18.0	50.8	20.9	8.4	1.9	100.0	
32	I have a high level of respect for my organization's senior leaders.	N		69	127	75	34	25	330	7
		%	59.8	21.1	38.8	22.2	10.4	7.6	100.0	

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			Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total**	Do Not Know/ No Basis to Judge
33	How satisfied are you with your involvement in decisions that affect your work?	N		59	147	57	57	21	341	NA
		%	60.5	16.8	43.7	16.7	16.8	6.1	100.0	
34	How satisfied are you with the information you receive from management on what's going on in your organization?	N		55	154	57	56	18	340	NA
		%	61.5	16.3	45.3	16.7	16.4	5.4	100.0	
35	How satisfied are you with the recognition you receive for doing a good job?	N		66	112	68	68	26	340	NA
		%	51.1	19.3	31.7	20.9	20.4	7.6	100.0	
36	How satisfied are you with the policies and practices of your senior leaders?	N		38	131	102	52	16	339	NA
		%	50.3	10.9	39.4	29.8	15.6	4.3	100.0	
37	How satisfied are you with your opportunity to get a better job in your organization?	N		41	73	113	66	47	340	NA
		%	31.5	11.4	20.1	34.2	19.7	14.6	100.0	
38	How satisfied are you with the training you receive for your present job?	N		33	115	102	59	30	339	NA
		%	41.8	9.3	32.5	30.6	18.1	9.4	100.0	
39	Considering everything, how satisfied are you with your job?	N		103	145	45	34	14	341	NA
		%	72.6	30.2	42.3	13.1	10.5	3.9	100.0	
40	Considering everything, how satisfied are you with your pay?	N		69	145	47	47	33	341	NA
		%	62.6	20.0	42.7	14.2	13.7	9.5	100	

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