

2011 Annual Employee Survey Results for the Corporation for National Community Service

1. **Interpretation of Results:** The results of the 2011 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 April 4 to May 15, 2011.
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 563 employees surveyed, 405 responded, for a 72% response rate.

CORPORATION FOR NATIONAL AND COMMUNITY SERVICE
2011 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS
(Survey Administration Period April 4, 2011 to May 15, 2011)

		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		74	179	63	65	23	404	NA
	%	62.6	19.0	43.6	14.9	16.9	5.6	100.0	
*2. My work gives me a feeling of personal accomplishment.	N		124	176	54	37	14	405	NA
	%	73.8	31.6	42.2	13.4	9.4	3.3	100.0	
*3. I like the kind of work I do.	N		160	167	45	22	8	402	NA
	%	82.1	40.3	41.9	10.6	5.5	1.8	100.0	
*4. My workload is reasonable.	N		33	183	75	86	25	402	1
	%	53.8	8.3	45.5	18.7	21.1	6.3	100.0	
*5. My talents are used well in the workplace.	N		56	173	64	68	41	402	0
	%	58.1	13.9	44.2	14.4	17.1	10.4	100.0	
*6. I know how my work relates to the agency's goals and priorities.	N		144	216	23	14	3	400	3
	%	90.3	36.3	54.0	5.4	3.5	0.7	100.0	
*7. The work I do is important.	N		200	157	28	4	5	394	3
	%	90.7	51.4	39.3	6.9	1.0	1.4	100.0	
*8. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to	N		114	196	45	37	10	402	2
	%	76.7	28.5	48.2	11.3	9.7	2.2	100.0	
*9. My performance appraisal is a fair reflection of my performance.	N		121	160	60	26	31	398	6
	%	71.4	30.5	40.9	14.5	6.5	7.5	100.0	
*10. My training needs are assessed.	N		38	121	100	85	52	396	7
	%	40.2	9.6	30.6	24.6	21.9	13.2	100.0	
*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		90	160	60	47	39	396	9
	%	63.7	23.0	40.8	14.7	11.3	10.2	100.0	
*12. The people I work with cooperate to get the job done.	N		114	202	47	23	6	392	NA
	%	79.9	29.2	50.7	12.7	5.8	1.6	100.0	
*13. My work unit is able to recruit people with the right skills.	N		65	187	74	45	16	387	17
	%	65.5	15.9	49.7	18.3	12.2	4.0	100.0	
*14. Promotions in my work unit are based on merit.	N		35	97	126	46	49	353	52
	%	38.4	9.6	28.7	34.9	13.3	13.4	100.0	
*15. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		23	114	100	52	46	335	68
	%	40.8	6.8	34.0	29.0	15.0	15.2	100.0	

*AES prescribed items

** Sum of responses excluding DNK/NBJ

Sample or Census: Census

Number of Employees Selected: 563

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*16. In my work unit, differences in performance are recognized in a meaningful way.	N		28	119	95	82	48	372	31
	%	40.5	7.3	33.2	24.7	21.5	13.4	100.0	
*17. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N		56	242	59	27	5	389	4
	%	76.4	15.0	61.5	14.9	7.2	1.4	100.0	
*18. Employees have a feeling of personal empowerment with respect to work processes.	N		42	150	91	64	30	377	17
	%	51.0	11.4	39.6	24.5	17.3	7.2	100.0	
*19. Creativity and innovation are rewarded.	N		37	121	123	59	37	377	14
	%	42.1	9.9	32.2	32.6	15.2	10.1	100.0	
*20. Pay raises depend on how well employees perform their jobs.	N		12	74	103	70	71	330	58
	%	26.9	3.9	23.0	31.2	20.7	21.3	100.0	
*21. Employees are protected from health and safety hazards on the job.	N		111	218	39	10	4	382	11
	%	86.0	29.4	56.6	10.2	2.7	1.1	100.0	
*22. My organization has prepared employees for potential security threats.	N		59	197	65	47	9	377	16
	%	68.5	16.1	52.5	16.9	12.2	2.4	100.0	
*23. My supervisor supports my need to balance work and other life issues.	N		189	142	27	19	12	389	3
	%	84.8	49.5	35.3	7.5	4.5	3.2	100.0	
*24. Discussions with my supervisor/team leader about my performance are worthwhile.	N		115	140	64	41	28	388	4
	%	66.5	30.4	36.0	16.0	10.5	7.0	100.0	
*25. Supervisors/team leaders in my work unit support employee development.	N		99	153	77	37	21	387	5
	%	65.0	26.2	38.8	19.9	9.6	5.5	100.0	
*26. I have trust and confidence in my supervisor.	N		144	141	49	35	20	389	NA
	%	73.6	38.3	35.3	12.6	8.7	5.2	100.0	

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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		166	116	75	24	11	392	NA
	%	72.3	42.8	29.6	18.3	6.5	2.8	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		27	145	98	69	40	379	8
	%	45.4	7.2	38.2	25.6	19.2	9.8	100.0	
*29. Managers/supervisors/team leaders work well with employees of different backgrounds.	N		74	204	55	21	15	369	18
	%	75.5	19.5	55.9	14.8	5.6	4.1	100.0	
*30. Managers communicate the goals and priorities of the organization.	N		60	200	73	31	19	383	2
	%	68.2	16.0	52.2	19.5	7.8	4.5	100.0	
*31. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N		49	194	82	27	17	369	18
	%	66.4	13.3	53.0	22.5	6.8	4.3	100.0	
*32. I have a high level of respect for my organization's senior leaders.	N		62	135	97	52	39	385	1
	%	51.7	17.0	34.7	24.3	13.8	10.2	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		45	178	72	71	21	387	NA
	%	57.2	11.6	45.6	19.1	18.9	4.8	100.0	
*34. How satisfied are you with the information you receive from management on what's going on in your organization?	N		45	154	79	72	35	385	NA
	%	52.0	12.0	40.0	20.4	18.8	8.9	100.0	
*35. How satisfied are you with the recognition you receive for doing a good job?	N		55	136	96	61	37	385	NA
	%	49.5	14.6	34.9	26.0	15.3	9.2	100.0	
*36. How satisfied are you with the policies and practices of your senior leaders?	N		36	133	117	71	29	386	NA
	%	44.5	10.2	34.3	30.0	18.4	7.1	100.0	
*37. How satisfied are you with your opportunity to get a better job in your organization?	N		28	82	116	99	62	387	NA
	%	29.8	8.1	21.7	29.7	25.5	15.0	100.0	
*38. How satisfied are you with the training you receive for your present job?	N		29	118	111	87	41	386	NA
	%	37.7	7.5	30.2	28.4	23.7	10.1	100.0	
*39. Considering everything, how satisfied are you with your job?	N		87	174	61	52	12	386	NA
	%	68.6	23.5	45.0	15.9	12.8	2.7	100.0	
*40. Considering everything, how satisfied are you with your pay?	N		54	168	66	55	43	386	NA
	%	59.1	14.9	44.2	16.7	13.7	10.5	100.0	

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