

Federal Human Capital Survey 2004

Selective Service System
Conducted 9/2004

RECRUITMENT, DEVELOPMENT, & RETENTION, Items 12-22

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Do Not Know	# of Respondents	Comparison of Positive Responses
(12) The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.								
Agency Overall	22.5%	49.4%	17.1%	7.3%	3.8%	0.0%	87	71.9%
Governmentwide	16.1%	57.6%	15.3%	8.4%	2.0%	0.7%	147,898	73.7%
(13) My supervisor supports my need to balance work and family issues.								
Agency Overall	51.7%	29.9%	11.6%	3.9%	3.1%	0.0%	87	81.6%
Governmentwide	37.5%	41.4%	11.8%	4.9%	3.5%	0.7%	147,906	78.9%
(14) Supervisors/team leaders in my work unit provide employees with the opportunities to demonstrate								
Agency Overall	26.5%	26.3%	24.8%	12.8%	7.5%	2.1%	87	52.8%
Governmentwide	17.4%	42.2%	21.3%	12.3%	6.1%	0.8%	147,905	59.6%
(15) My work unit is able to recruit people with the right skills.								
Agency Overall	16.4%	36.1%	25.8%	15.7%	5.1%	1.0%	87	52.5%
Governmentwide	9.4%	34.4%	28.3%	16.9%	8.0%	3.0%	147,896	43.8%
(16) The skill level in my work unit has improved in the past year.								
Agency Overall	16.1%	31.1%	32.0%	12.1%	7.7%	1.0%	87	47.2%
Governmentwide	13.6%	37.2%	29.1%	12.8%	5.2%	2.2%	147,895	50.8%
(17) I have sufficient resources (for example, people, materials, budget) to get my job done.								
Agency Overall	11.6%	41.8%	23.2%	14.6%	8.9%	0.0%	87	53.4%
Governmentwide	10.5%	39.0%	17.5%	21.3%	11.0%	0.8%	147,887	49.5%
(18) My workload is reasonable.								
Agency Overall	13.9%	50.9%	17.9%	12.5%	4.7%	0.0%	87	64.8%
Governmentwide	10.2%	49.9%	15.7%	15.8%	7.8%	0.7%	147,903	60.1%
(19) My talents are used well in the workplace.								
Agency Overall	17.5%	45.5%	12.7%	16.3%	8.0%	0.0%	87	63.0%
Governmentwide	16.4%	45.8%	17.3%	13.0%	6.8%	0.7%	147,905	62.2%
(20) I know how my work relates to the agency's goals and priorities.								
Agency Overall	38.7%	55.3%	4.9%	1.0%	0.0%	0.0%	87	94.0%
Governmentwide	28.6%	54.5%	10.6%	3.9%	1.8%	0.6%	147,908	83.1%
(21) The work I do is important.								
Agency Overall	45.5%	41.2%	12.3%	1.0%	0.0%	0.0%	87	86.7%
Governmentwide	48.2%	42.5%	6.5%	1.6%	0.9%	0.3%	147,893	90.7%
(22) Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow								
Agency Overall	36.5%	45.0%	8.9%	8.6%	1.0%	0.0%	87	81.5%
Governmentwide	21.3%	45.6%	14.3%	11.8%	6.4%	0.6%	147,909	66.9%

Federal Human Capital Survey 2004

Selective Service System
Conducted 9/2004

PERFORMANCE CULTURE, Items 23-38

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Do Not Know	# of Respondents	Comparison of Positive Responses
(23) Promotions in my work unit are based on merit.								
Agency Overall	13.7%	32.3%	25.0%	12.1%	13.4%	3.6%	87	46.0%
Governmentwide	7.0%	26.8%	26.2%	19.4%	16.6%	4.1%	147,899	33.8%
(24) In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.								
Agency Overall	12.1%	19.2%	23.0%	27.5%	13.8%	4.5%	87	31.3%
Governmentwide	4.5%	22.9%	26.2%	23.6%	16.9%	5.9%	147,904	27.4%
(25) Products and services in my work unit are improved based on customer/public input.								
Agency Overall	7.1%	47.0%	33.5%	4.7%	2.0%	5.6%	87	54.1%
Governmentwide	8.4%	37.8%	31.4%	12.0%	4.8%	5.5%	147,899	46.2%
(26) Employees have a feeling of personal empowerment with respect to work processes.								
Agency Overall	7.4%	28.9%	29.4%	25.9%	6.0%	2.5%	87	36.3%
Governmentwide	7.3%	35.3%	27.2%	18.8%	9.4%	2.0%	147,906	42.6%
(27) High-performing employees in my work unit are recognized or rewarded on a timely basis.								
Agency Overall	19.7%	38.9%	14.6%	20.4%	4.9%	1.6%	87	58.6%
Governmentwide	10.5%	32.1%	21.1%	20.9%	12.8%	2.6%	147,902	42.6%
(28) Employees are rewarded for providing high quality products and services to customers.								
Agency Overall	18.2%	36.7%	17.9%	20.7%	2.1%	4.5%	87	54.9%
Governmentwide	9.3%	32.9%	24.4%	19.8%	10.7%	3.0%	147,887	42.2%
(29) Creativity and innovation are rewarded.								
Agency Overall	14.1%	31.8%	25.4%	19.8%	7.9%	1.0%	87	45.9%
Governmentwide	7.9%	28.2%	28.9%	20.6%	11.3%	3.1%	147,895	36.1%
(30) Awards in my work unit depend on how well employees perform their jobs.								
Agency Overall	19.6%	33.2%	20.4%	16.3%	8.5%	2.0%	87	52.8%
Governmentwide	8.5%	33.2%	23.5%	19.2%	12.3%	3.3%	147,886	41.7%
(31) In my work unit, differences in performance are recognized in a meaningful way.								
Agency Overall	7.0%	37.6%	28.2%	16.9%	9.3%	1.1%	87	44.6%
Governmentwide	5.2%	24.2%	31.2%	23.2%	12.1%	4.1%	147,885	29.4%
(32) In my work unit, personnel decisions are based on merit.								
Agency Overall	9.4%	38.8%	20.6%	17.1%	12.0%	2.0%	87	48.2%
Governmentwide	5.8%	25.7%	31.0%	19.1%	12.3%	6.0%	147,880	31.5%
(33) My performance appraisal is a fair reflection of my performance.								
Agency Overall	32.4%	44.6%	7.9%	7.6%	6.5%	1.0%	87	77.0%
Governmentwide	19.0%	47.5%	16.7%	8.9%	6.3%	1.7%	147,891	66.5%
(34) Discussions with my supervisor/team leader about my performance are worthwhile.								
Agency Overall	19.5%	42.5%	18.5%	5.3%	9.3%	4.8%	87	62.0%
Governmentwide	16.5%	41.0%	21.7%	11.5%	7.9%	1.4%	147,887	57.5%
(35) I am held accountable for achieving results.								
Agency Overall	30.4%	54.5%	13.2%	1.1%	0.0%	1.0%	87	84.9%
Governmentwide	23.8%	55.8%	13.8%	4.0%	1.9%	0.6%	147,892	79.6%
(36) Supervisors/team leaders in my work unit are committed to a workforce representative of all segments of society.								
Agency Overall	19.8%	29.5%	35.7%	3.6%	6.4%	5.1%	87	49.3%
Governmentwide	15.1%	39.2%	27.3%	7.1%	5.1%	6.3%	147,889	54.3%
(37) Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).								
Agency Overall	23.0%	26.3%	29.3%	8.1%	8.3%	5.0%	87	49.3%
Governmentwide	16.7%	40.7%	25.3%	6.6%	5.2%	5.6%	147,885	57.4%
(38) Managers/supervisors/team leaders work well with employees of different backgrounds.								
Agency Overall	22.6%	42.3%	14.3%	9.3%	11.6%	0.0%	87	64.9%
Governmentwide	18.0%	46.2%	20.0%	7.5%	5.6%	2.8%	147,878	64.2%

Federal Human Capital Survey 2004

Selective Service System
Conducted 9/2004

LEADERSHIP, Items 39-49

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Do Not Know	# of Respondents	Comparison of Positive Responses
(39) I have a high level of respect for my organization's senior leaders.								
Agency Overall	15.2%	41.2%	15.1%	19.2%	9.4%	0.0%	87	56.4%
Governmentwide	14.6%	34.9%	22.6%	15.7%	11.9%	0.4%	147,895	49.5%
(40) In my organization, leaders generate high levels of motivation and commitment in the workforce.								
Agency Overall	11.0%	32.0%	26.4%	18.2%	12.4%	0.0%	87	43.0%
Governmentwide	8.7%	28.6%	27.4%	21.9%	12.7%	0.8%	147,896	37.3%
(41) My organization's leaders maintain high standards of honesty and integrity.								
Agency Overall	20.7%	34.0%	19.3%	10.5%	12.6%	2.9%	87	54.7%
Governmentwide	14.3%	34.5%	25.2%	12.0%	10.8%	3.3%	147,892	48.8%
(42) Managers communicate the goals and priorities of the organization.								
Agency Overall	18.6%	42.7%	17.3%	13.7%	7.8%	0.0%	87	61.3%
Governmentwide	12.3%	47.3%	20.6%	12.2%	6.9%	0.7%	147,891	59.6%
(43) Managers review and evaluate the organization's progress toward meeting its goals and objectives.								
Agency Overall	17.5%	44.9%	23.0%	10.7%	4.0%	0.0%	87	62.4%
Governmentwide	12.0%	45.3%	23.4%	9.1%	4.8%	5.5%	147,886	57.3%
(44) Employees are protected from health and safety hazards on the job.								
Agency Overall	28.3%	61.6%	5.6%	2.1%	0.0%	2.3%	87	89.9%
Governmentwide	21.0%	54.1%	13.2%	6.7%	4.2%	0.9%	147,890	75.1%
(45) My organization has prepared employees for potential security threats.								
Agency Overall	17.6%	42.8%	19.1%	12.2%	5.3%	3.1%	87	60.4%
Governmentwide	19.4%	54.3%	14.9%	6.9%	3.4%	1.3%	147,894	73.7%
(46) Complaints, disputes or grievances are resolved fairly in my work unit.								
Agency Overall	14.1%	28.5%	27.5%	11.4%	9.9%	8.6%	87	42.6%
Governmentwide	8.7%	30.5%	28.6%	11.8%	9.8%	10.7%	147,895	39.2%
(47) Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.								
Agency Overall	23.2%	26.5%	22.8%	10.1%	14.2%	3.1%	87	49.7%
Governmentwide	14.0%	33.3%	23.8%	11.8%	10.3%	6.8%	147,891	47.3%
(48) Prohibited Personnel Practices (for example, illegally discriminating for or against any employee/applicant, obstructing a person's right to compete for employment, knowingly violating veterans' preference requirements) are not tolerated.								
Agency Overall	27.2%	33.0%	20.1%	6.9%	9.6%	3.1%	87	60.2%
Governmentwide	20.5%	39.9%	18.7%	5.6%	5.9%	9.4%	147,893	60.4%
(49) I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.								
Agency Overall	20.2%	24.9%	19.8%	17.6%	11.5%	6.1%	87	45.1%
Governmentwide	14.1%	33.5%	23.9%	11.0%	9.2%	8.3%	147,889	47.6%

Federal Human Capital Survey 2004

Selective Service System
Conducted 9/2004

LEARNING (Knowledge Management), Items 50-58

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Do Not Know	# of Respondents	Comparison of Positive Responses
(50) Supervisors/team leaders provide employees with constructive suggestions to improve their job performance.								
Agency Overall	16.8%	41.4%	20.1%	15.6%	4.9%	1.3%	87	58.2%
Governmentwide	10.7%	47.2%	22.4%	13.5%	5.2%	1.0%	147893	57.9%
(51) Supervisors/team leaders in my work unit support employee development.								
Agency Overall	18.6%	45.7%	23.3%	5.8%	6.6%	0.0%	87	64.3%
Governmentwide	16.4%	48.3%	19.0%	10.6%	5.1%	0.7%	147895	64.7%
(52) Employees have electronic access to learning and training programs readily available at their desk.								
Agency Overall	26.0%	53.7%	9.8%	4.9%	2.8%	2.8%	87	79.7%
Governmentwide	20.6%	50.1%	13.8%	8.9%	4.0%	2.6%	147881	70.7%
(53) My training needs are assessed.								
Agency Overall	14.1%	34.9%	29.0%	15.9%	4.2%	1.9%	87	49.0%
Governmentwide	10.7%	40.7%	23.7%	16.8%	6.5%	1.5%	147894	51.4%
(54) I receive the training I need to perform my job.								
Agency Overall	16.0%	38.8%	27.9%	15.3%	1.3%	0.8%	87	54.8%
Governmentwide	13.1%	46.8%	21.8%	12.6%	5.6%	0.2%	147889	59.9%
(55) Managers promote communication among different work units (for example, about projects, goals, needed resources).								
Agency Overall	14.6%	32.6%	28.3%	14.3%	8.4%	1.9%	87	47.2%
Governmentwide	10.9%	41.3%	23.3%	15.0%	7.1%	2.5%	147892	52.2%
(56) Employees in my work unit share job knowledge with each other.								
Agency Overall	18.8%	40.9%	15.4%	14.2%	9.7%	1.0%	87	59.7%
Governmentwide	22.1%	53.2%	12.9%	7.9%	3.5%	0.4%	147890	75.3%
(57) Employees use information technology (for example, intranet, shared networks) to perform work.								
Agency Overall	34.6%	51.1%	10.4%	1.0%	0.0%	2.9%	87	85.7%
Governmentwide	29.4%	56.3%	8.2%	3.2%	1.9%	1.1%	147889	85.7%
(58) Employees use information technology (for example, intranet, shared networks) to gather and share knowledge.								
Agency Overall	31.9%	46.9%	12.8%	6.4%	0.0%	2.0%	87	78.8%
Governmentwide	26.8%	54.6%	11.2%	4.3%	1.8%	1.3%	147890	81.4%

Federal Human Capital Survey 2004

Selective Service System
Conducted 9/2004

JOB SATISFACTION, Items 59-67

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	# of Respondents	Comparison of Positive Responses
(59) How satisfied are you with your involvement in decisions that affect your work?							
Agency Overall	14.6%	38.8%	21.8%	21.2%	3.6%	87	53.4%
Governmentwide	12.3%	39.8%	22.1%	19.3%	6.5%	147896	52.1%
(60) How satisfied are you with the information you receive from management on what's going on in your organization?							
Agency Overall	11.3%	44.7%	17.0%	22.5%	4.7%	87	56.0%
Governmentwide	9.4%	36.2%	23.6%	22.2%	8.7%	147896	45.6%
(61) How satisfied are you with the recognition you receive for doing a good job?							
Agency Overall	19.8%	36.1%	15.5%	22.2%	6.5%	87	55.9%
Governmentwide	13.0%	36.0%	22.6%	19.1%	9.4%	147895	49.0%
(62) How satisfied are you with the policies and practices of your senior leaders?							
Agency Overall	9.7%	37.4%	24.1%	16.9%	12.0%	87	47.1%
Governmentwide	8.3%	31.6%	28.9%	20.6%	10.6%	147892	39.9%
(63) How satisfied are you with your opportunity to get a better job in your organization?							
Agency Overall	9.5%	29.6%	24.1%	22.7%	14.1%	87	39.1%
Governmentwide	8.0%	27.4%	28.3%	22.5%	13.9%	147886	35.4%
(64) How satisfied are you with the training you receive for your present job?							
Agency Overall	16.8%	32.2%	30.9%	15.0%	5.1%	87	49.0%
Governmentwide	11.9%	43.5%	24.0%	15.3%	5.3%	147894	55.4%
(65) Considering everything, how satisfied are you with your job?							
Agency Overall	19.8%	46.1%	17.2%	15.3%	1.6%	87	65.9%
Governmentwide	20.8%	46.8%	17.9%	10.3%	4.4%	147891	67.6%
(66) Considering everything, how satisfied are you with your pay?							
Agency Overall	17.2%	46.6%	16.6%	14.4%	5.2%	87	63.8%
Governmentwide	15.7%	46.2%	16.7%	15.6%	5.8%	147893	61.9%
(67) Considering everything, how satisfied are you with your organization?							
Agency Overall	15.9%	38.5%	22.1%	17.9%	5.6%	87	54.4%
Governmentwide	13.6%	43.1%	21.8%	14.8%	6.7%	147891	56.7%

Federal Human Capital Survey 2004

Selective Service System
Conducted 9/2004

SATISFACTION WITH BENEFITS, Items 68-78

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	# of Respondents	Comparison of Positive Responses
(68) How satisfied are you with retirement benefits?							
Agency Overall	19.90%	61.10%	15.40%	3.60%	0.00%	87	81.00%
Governmentwide	14.90%	50.30%	22.30%	9.90%	2.60%	147,882	65.20%
(69) How satisfied are you with health insurance benefits?							
Agency Overall	11.80%	59.20%	17.20%	11.90%	0.00%	87	71.00%
Governmentwide	12.00%	44.00%	19.70%	18.40%	6.10%	147,894	56.00%
(70) How satisfied are you with life insurance benefits?							
Agency Overall	12.00%	52.90%	27.10%	7.00%	0.90%	87	64.90%
Governmentwide	11.80%	50.20%	28.00%	7.70%	2.30%	147,894	62.00%
(71) How satisfied are you with long term care insurance benefits?							
Agency Overall	7.80%	32.60%	47.60%	9.30%	2.90%	87	40.40%
Governmentwide	5.60%	27.30%	55.50%	8.00%	3.60%	147,868	32.90%
(72) How satisfied are you with the flexible spending account (FSA) program?							
Agency Overall	7.30%	37.70%	54.10%	0.00%	1.00%	87	45.00%
Governmentwide	6.80%	22.70%	64.50%	3.30%	2.80%	147,825	29.50%
(73) How satisfied are you with paid vacation time?							
Agency Overall	38.10%	49.50%	12.40%	0.00%	0.00%	87	87.60%
Governmentwide	32.30%	55.70%	7.40%	3.60%	1.10%	147,887	88.00%
(74) How satisfied are you with paid leave for illness (for example, personal), including family care situations (for example, childbirth/adoption or elder care)?							
Agency Overall	39.30%	43.60%	15.30%	1.80%	0.00%	87	82.90%
Governmentwide	33.50%	52.40%	9.00%	3.70%	1.40%	147,886	85.90%
(75) How satisfied are you with child care subsidies?							
Agency Overall	3.50%	10.00%	80.40%	5.10%	1.10%	87	13.50%
Governmentwide	3.60%	10.70%	77.90%	3.30%	4.50%	147,827	14.30%
(76) How satisfied are you with work/life programs (for example, health and wellness, employee assistance, elder care, and support groups)?							
Agency Overall	5.60%	25.20%	60.80%	7.50%	0.90%	87	30.80%
Governmentwide	7.10%	27.40%	55.40%	6.70%	3.50%	147,865	34.50%
(77) How satisfied are you with telework/telecommuting?							
Agency Overall	6.20%	18.70%	49.50%	17.70%	7.90%	87	24.90%
Governmentwide	6.00%	18.70%	56.90%	10.10%	8.30%	147,841	24.70%
(78) How satisfied are you with alternative work schedules?							
Agency Overall	16.40%	35.60%	32.80%	8.20%	7.00%	87	52.00%
Governmentwide	20.30%	33.60%	31.20%	8.40%	6.50%	147,864	53.90%

Federal Human Capital Survey 2004

Selective Service System

FHCS to Private Sector Comparison		Conducted 9/2004
Personal Work Experiences Items	FHCS 2004	Private Sector 2004
(1) The people I work with cooperate to get the job done.	78.50%	83%
(2) I am given a real opportunity to improve my skills in my organization.	59.30%	62%
(3) I have enough information to do my job well.	81.50%	72%
(4) I feel encouraged to come up with new and better ways of doing things.	61.60%	64%
(5) My job makes good use of my skills and abilities.	69.20%	74%
(6) My work gives me a feeling of personal accomplishment.	68.10%	75%
(7) I like the kind of work I do.	82.80%	82%
(9) Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	72.20%	75%
(10) How would you rate the overall quality of work done by your work group?	79.70%	90%
(11) How would you rate your organization as a place to work compared to other organizations?	51.10%	57%
Job Satisfaction Items		
(59) How satisfied are you with your involvement in decisions that affect your work?	53.40%	58%
(60) How satisfied are you with the information you receive from management on what's going on in your organization?	55.90%	59%
(61) How satisfied are you with the recognition you receive for doing a good job?	55.80%	56%
(63) How satisfied are you with your opportunity to get a better job in your organization?	39.10%	43%
(64) How satisfied are you with the training you receive for your present job?	49.00%	67%
(65) Considering everything, how satisfied are you with your job?	65.90%	71%
(67) Considering everything, how satisfied are you with your organization?	54.40%	66%

Federal Human Capital Survey 2004

Selective Service System

Items Rank Ordered by Positive Responses		Conducted 9/2004
Question	Survey Section	Positive Responses
(20) I know how my work relates to the agency's goals and priorities.	Recruitment, Development, & Retention	94.00%
(44) Employees are protected from health and safety hazards on the job.	Leadership	89.90%
(73) How satisfied are you with paid vacation time?	Satisfaction with Benefits	87.60%
(21) The work I do is important.	Recruitment, Development, & Retention	86.70%
(57) Employees use information technology (for example, intranet, shared networks) to perform work.	Learning (Knowledge Management)	85.70%
(35) I am held accountable for achieving results.	Performance Culture	84.80%
(74) How satisfied are you with paid leave for illness (for example, personal), including family care situations (for example, childbirth/adoption or elder care)?	Satisfaction with Benefits	82.90%
(7) I like the kind of work I do.	Personal Work Experiences	82.80%
(13) My supervisor supports my need to balance work and family issues.	Recruitment, Development, & Retention	81.50%
(3) I have enough information to do my job well.	Personal Work Experiences	81.50%
(22) Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	Recruitment, Development, & Retention	81.50%
(68) How satisfied are you with retirement benefits?	Satisfaction with Benefits	81.00%
(52) Employees have electronic access to learning and training programs readily available at their desk.	Learning (Knowledge Management)	79.70%
(10) How would you rate the overall quality of work done by your work group?	Personal Work Experiences	79.70%
(58) Employees use information technology (for example, intranet, shared networks) to gather and share knowledge.	Learning (Knowledge Management)	78.80%
(1) The people I work with cooperate to get the job done.	Personal Work Experiences	78.50%
(33) My performance appraisal is a fair reflection of my performance.	Performance Culture	77.00%
(9) Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	Personal Work Experiences	72.20%
(12) The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	Recruitment, Development, & Retention	71.90%
(69) How satisfied are you with health insurance benefits?	Satisfaction with Benefits	71.00%
(5) My job makes good use of my skills and abilities.	Personal Work Experiences	69.20%
(6) My work gives me a feeling of personal accomplishment.	Personal Work Experiences	68.10%
(65) Considering everything, how satisfied are you with your job?	Job Satisfaction	65.90%
(70) How satisfied are you with life insurance benefits?	Satisfaction with Benefits	65.00%
(38) Managers/supervisors/team leaders work well with employees of different backgrounds.	Performance Culture	64.90%

Federal Human Capital Survey 2004

(18) My workload is reasonable.	Recruitment, Development, & Retention	64.80%
(51) Supervisors/team leaders in my work unit support employee development.	Learning (Knowledge Management)	64.30%
(66) Considering everything, how satisfied are you with your pay?	Job Satisfaction	63.80%
(19) My talents are used well in the workplace.	Recruitment, Development, & Retention	63.00%
(43) Managers review and evaluate the organization's progress toward meeting its goals and objectives.	Leadership	62.40%
(34) Discussions with my supervisor/team leader about my performance are worthwhile.	Performance Culture	62.00%
(4) I feel encouraged to come up with new and better ways of doing things.	Personal Work Experiences	61.60%
(42) Managers communicate the goals and priorities of the organization.	Leadership	61.20%
(45) My organization has prepared employees for potential security threats.	Leadership	60.30%
(48) Prohibited Personnel Practices (for example, illegally discriminating for or against any employee/applicant, obstructing a person's right to compete for employment, knowingly violating veterans' preference requirements) are not tolerated.	Leadership	60.20%
(56) Employees in my work unit share job knowledge with each other.	Learning (Knowledge Management)	59.70%
(2) I am given a real opportunity to improve my skills in my organization.	Personal Work Experiences	59.30%
(27) High-performing employees in my work unit are recognized or rewarded on a timely basis.	Performance Culture	58.60%
(50) Supervisors/team leaders provide employees with constructive suggestions to improve their job performance.	Learning (Knowledge Management)	58.20%
(39) I have a high level of respect for my organization's senior leaders.	Leadership	56.30%
(60) How satisfied are you with the information you receive from management on what's going on in your organization?	Job Satisfaction	55.90%
(61) How satisfied are you with the recognition you receive for doing a good job?	Job Satisfaction	55.80%
(28) Employees are rewarded for providing high quality products and services to customers.	Performance Culture	54.90%
(54) I receive the training I need to perform my job.	Learning (Knowledge Management)	54.80%
(41) My organization's leaders maintain high standards of honesty and integrity.	Leadership	54.70%
(67) Considering everything, how satisfied are you with your organization?	Job Satisfaction	54.40%
(25) Products and services in my work unit are improved based on customer/public input.	Performance Culture	54.10%
(59) How satisfied are you with your involvement in decisions that affect your work?	Job Satisfaction	53.40%
(17) I have sufficient resources (for example, people, materials, budget) to get my job done.	Recruitment, Development, & Retention	53.30%

Federal Human Capital Survey 2004

(14) Supervisors/team leaders in my work unit provide employees with the opportunities to demonstrate their leadership skills.	Recruitment, Development, & Retention	52.80%
(30) Awards in my work unit depend on how well employees perform their jobs.	Performance Culture	52.80%
(15) My work unit is able to recruit people with the right skills.	Recruitment, Development, & Retention	52.50%
(8) I recommend my organization as a good place to work.	Personal Work Experiences	52.10%
(78) How satisfied are you with alternative work schedules?	Satisfaction with Benefits	52.00%
(11) How would you rate your organization as a place to work compared to other organizations?	Personal Work Experiences	51.10%
(47) Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	Leadership	49.70%
(36) Supervisors/team leaders in my work unit are committed to a workforce representative of all segments of society.	Performance Culture	49.30%
(37) Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	Performance Culture	49.30%
(53) My training needs are assessed.	Learning (Knowledge Management)	49.10%
(64) How satisfied are you with the training you receive for your present job?	Job Satisfaction	49.00%
(32) In my work unit, personnel decisions are based on merit.	Performance Culture	48.20%
(16) The skill level in my work unit has improved in the past year.	Recruitment, Development, & Retention	47.20%
(55) Managers promote communication among different work units (for example, about projects, goals, needed resources).	Learning (Knowledge Management)	47.10%
(62) How satisfied are you with the policies and practices of your senior leaders?	Job Satisfaction	47.10%
(23) Promotions in my work unit are based on merit.	Performance Culture	46.00%
(29) Creativity and innovation are rewarded.	Performance Culture	46.00%
(49) I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	Leadership	45.10%
(72) How satisfied are you with the flexible spending account (FSA) program?	Satisfaction with Benefits	44.90%
(31) In my work unit, differences in performance are recognized in a meaningful way.	Performance Culture	44.60%
(40) In my organization, leaders generate high levels of motivation and commitment in the workforce.	Leadership	43.00%
(46) Complaints, disputes or grievances are resolved fairly in my work unit.	Leadership	42.60%
(71) How satisfied are you with long term care insurance benefits?	Satisfaction with Benefits	40.30%
(63) How satisfied are you with your opportunity to get a better job in your organization?	Job Satisfaction	39.10%
(26) Employees have a feeling of personal empowerment with respect to work processes.	Performance Culture	36.30%
(24) In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	Performance Culture	31.30%

Federal Human Capital Survey 2004

(76) How satisfied are you with work/life programs (for example, health and wellness, employee assistance, elder care, and support groups)?	Satisfaction with Benefits	30.90%
(77) How satisfied are you with telework/telecommuting?	Satisfaction with Benefits	24.90%
(75) How satisfied are you with child care subsidies?	Satisfaction with Benefits	13.50%