

Chemical Safety and Hazard Investigation Board 2009 Annual Employee Satisfaction Survey

The Survey

The survey conducted is the Annual Employee Satisfaction Survey (AES) required by the Office of Personnel Management (OPM) regulation 5 CFR 250, Subpart C. It included the 40 questions prescribed by regulation to collect data on Federal employees' perceptions about how effectively agencies are managing their workforces. No additional questions were included in the survey.

While demographic questions were included in the OPM requirements, agencies with 800 or fewer employees were exempt from this requirement. The Agency decided not to ask these questions in order to foster a sense of confidentiality and anonymity for respondents.

The 2009 Annual Employee Survey was a Web survey administered by the Department of the Interior, National Business Center. All employees in the agency were surveyed. Of the 28 employees surveyed, 27 completed the survey for a response rate of 96 percent.

Survey Results

General overall results from the 2009 Survey indicate the CSB employees believe the work they do is important (88.9%) and feel that employee development is well supported within the agency. They are extremely satisfied with the support they receive for balancing work and family issues (85.2%), feel a sense of accomplishment in doing their jobs (88.9%), and like the kind of work they do (88.9%). Overall job satisfaction is 74.1 percent.

With regard to the OPM identified "impact items," CSB positive response rates are mostly well above those of the 2008 governmentwide scores. CSB positive response rates are lower than governmentwide for only four of the sixteen impact questions; two in the Leadership and Knowledge Management HCAAF Index (Q. 31 and 37) and two in the Job Satisfaction Index (Q. 35 and 40). Question 35 "How satisfied are you with your opportunity to get a better job in your organization?" often receives lower positive response rates in smaller agencies due to organization size.

Total scores for the HCAAF Indices at CSB are higher than governmentwide except for the Leadership and Knowledge Management Index. CSB's Talent Management Index positive response rates are significantly higher than governmentwide in nearly every question, with the total Index score being 12 percent higher. The same is true for the Results-Oriented Performance Culture Index, where CSB's total Index score is 14 percent higher than governmentwide. Positive response rates in the Job Satisfaction Index are higher than governmentwide in four of the seven questions with the other three questions having rates only slightly lower than governmentwide. In

the Leadership and Knowledge Management Index, positive response rates are lower than government wide results in seven of the twelve questions.

**2009 Annual Employee Survey Results for
Chemical Safety and Hazard Investigation Board
Online Survey Conducted October 12-30, 2009
All Respondents**

Surveys Sent: 28

Surveys Returned: 27

Response Rate: 96%

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.	Number	5	11	4	5	2		27
	Percentage	18.5%	40.7%	14.8%	18.5%	7.4%		100.0%
2. I am given a real opportunity to improve my skills in my organization.	Number	10	11	3	2	1		27
	Percentage	37.0%	40.7%	11.1%	7.4%	3.7%		100.0%
3. My work gives me a feeling of personal accomplishment.	Number	13	9	3	1	1		27
	Percentage	48.1%	33.3%	11.1%	3.7%	3.7%		100.0%
4. I like the kind of work I do.	Number	14	10	3	0	0		27
	Percentage	51.9%	37.0%	11.1%	0.0%	0.0%		100.0%
5. I have trust and confidence in my supervisor.	Number	11	8	5	1	2		27
	Percentage	40.7%	29.6%	18.5%	3.7%	7.4%		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?	Number	12	8	4	2	1		27
	Percentage	44.4%	29.6%	14.8%	7.4%	3.7%		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.	Number	3	17	5	2	0	0	27
	Percentage	11.1%	63.0%	18.5%	7.4%	0.0%	0.0%	100.0%
8. My work unit is able to recruit people with the right skills.	Number	11	8	3	3	1	1	27
	Percentage	40.7%	29.6%	11.1%	11.1%	3.7%	3.7%	100.0%
9. I know how my work relates to the agency's goals and priorities.	Number	14	8	3	1	1	0	27
	Percentage	51.9%	29.6%	11.1%	3.7%	3.7%	0.0%	100.0%
10. The work I do is important.	Number	15	9	3	0	0	0	27
	Percentage	55.6%	33.3%	11.1%	0.0%	0.0%	0.0%	100.0%
11. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	Number	4	9	5	4	5	0	27
	Percentage	14.8%	33.3%	18.5%	14.8%	18.5%	0.0%	100.0%
12. Supervisors/team leaders in my work unit support employee development.	Number	11	11	2	2	1	0	27
	Percentage	40.7%	40.7%	7.4%	7.4%	3.7%	0.0%	100.0%
13. My talents are used well in the workplace.	Number	9	10	5	2	1	0	27
	Percentage	33.3%	37.0%	18.5%	7.4%	3.7%	0.0%	100.0%
14. My training needs are assessed.	Number	6	10	8	1	2	0	27
	Percentage	22.2%	37.0%	29.6%	3.7%	7.4%	0.0%	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.	Number	9	10	4	2	2	0	27
	Percentage	33.3%	37.0%	14.8%	7.4%	7.4%	0.0%	100.0%
16. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	Number	6	10	5	0	4	2	27
	Percentage	22.2%	37.0%	18.5%	0.0%	14.8%	7.4%	100.0%
17. Creativity and innovation are rewarded.	Number	6	13	5	1	2	0	27
	Percentage	22.2%	48.1%	18.5%	3.7%	7.4%	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).	Number	10	10	4	1	2	0	27
	Percentage	37.0%	37.0%	14.8%	3.7%	7.4%	0.0%	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.	Number	8	8	7	2	2	0	27
	Percentage	29.6%	29.6%	25.9%	7.4%	7.4%	0.0%	100.0%
20. Pay raises depend on how well employees perform their jobs.	Number	7	8	5	3	4	0	27
	Percentage	25.9%	29.6%	18.5%	11.1%	14.8%	0.0%	100.0%
21. My performance appraisal is a fair reflection of my performance.	Number	11	12	1	2	1	0	27
	Percentage	40.7%	44.4%	3.7%	7.4%	3.7%	0.0%	100.0%
22. Discussions with my supervisor/ team leader about my performance are worthwhile.	Number	10	9	6	1	1	0	27
	Percentage	37.0%	33.3%	22.2%	3.7%	3.7%	0.0%	100.0%
23. Managers/supervisors/team leaders work well with employees of different backgrounds.	Number	7	7	5	4	4	0	27
	Percentage	25.9%	25.9%	18.5%	14.8%	14.8%	0.0%	100.0%
24. My supervisor supports my need to balance work and family issues.	Number	16	7	3	1	0	0	27
	Percentage	59.3%	25.9%	11.1%	3.7%	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.	Number	1	14	4	5	3	0	27
	Percentage	3.7%	51.9%	14.8%	18.5%	11.1%	0.0%	100.0%
26. In my organization, leaders generate high levels of motivation and commitment in the workforce.	Number	1	9	4	9	4	0	27
	Percentage	3.7%	33.3%	14.8%	33.3%	14.8%	0.0%	100.0%
27. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	Number	2	10	8	4	3	0	27
	Percentage	7.4%	37.0%	29.6%	14.8%	11.1%	0.0%	100.0%
28. Employees are protected from health and safety hazards on the job.	Number	5	15	3	4	0	0	27
	Percentage	18.5%	55.6%	11.1%	14.8%	0.0%	0.0%	100.0%
29. Employees have a feeling of personal empowerment with respect to work processes.	Number	7	8	5	4	3	0	27
	Percentage	25.9%	29.6%	18.5%	14.8%	11.1%	0.0%	100.0%
30. My workload is reasonable.	Number	3	14	5	3	2	0	27
	Percentage	11.1%	51.9%	18.5%	11.1%	7.4%	0.0%	100.0%
31. Managers communicate the goals and priorities of the organization.	Number	3	11	5	4	4	0	27
	Percentage	11.1%	40.7%	18.5%	14.8%	14.8%	0.0%	100.0%
32. My organization has prepared employees for potential security threats.	Number	3	6	7	6	2	3	27
	Percentage	11.1%	22.2%	25.9%	22.2%	7.4%	11.1%	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?	Number	3	10	4	7	3		27
	Percentage	11.1%	37.0%	14.8%	25.9%	11.1%		100.0%
34. How satisfied are you with your involvement in	Number	6	11	3	6	1		27

decisions that affect your work?	Percentage	22.2%	40.7%	11.1%	22.2%	3.7%		100.0%
35. How satisfied are you with your opportunity to get a better job in your organization?	Number	5	5	9	5	3		27
	Percentage	18.5%	18.5%	33.3%	18.5%	11.1%		100.0%
36. How satisfied are you with the recognition you receive for doing a good job?	Number	8	12	2	3	2		27
	Percentage	29.6%	44.4%	7.4%	11.1%	7.4%		100.0%
37. How satisfied are you with the policies and practices of your senior leaders?	Number	1	10	7	4	5		27
	Percentage	3.7%	37.0%	25.9%	14.8%	18.5%		100.0%
38. How satisfied are you with the training you receive for your present job?	Number	6	13	6	2	0		27
	Percentage	22.2%	48.1%	22.2%	7.4%	0.0%		100.0%
39. Considering everything, how satisfied are you with your job?	Number	9	11	2	5	0		27
	Percentage	33.3%	40.7%	7.4%	18.5%	0.0%		100.0%
40. Considering everything, how satisfied are you with your pay?	Number	7	8	6	6	0		27
	Percentage	25.9%	29.6%	22.2%	22.2%	0.0%		100.0%

AES Survey Category	Positive	Neutral	Negative
Personal Work Experiences	75.3%	13.6%	11.1%
Recruitment, Development, & Retention	71.8%	16.2%	12.0%
Performance Culture	68.1%	17.4%	14.4%
Leadership	51.9%	20.4%	27.8%
Job Satisfaction	57.9%	18.1%	24.1%

HCAAF Indices Positive Totals/Averages for Agency and Government wide:

HCAAF Systems – Human Capital Management Indices	2009 CSB % Positive	2008 Government-Wide % Positive
Leadership & Knowledge Management	53.7%	58.7%
Results-Oriented Performance Culture	67.7%	53.6%
Talent Management	72.0%	59.7%
Job Satisfaction	69.8%	67.0%

OPM HCAFF Indices:

OPM has determined that 40 of the Federal Human Capital Survey items make up the Human Capital Assessment and Accountability Framework (HCAAF). The four HCAAF indices are:

- The Leadership and Knowledge Management Index indicates the extent employees hold their leadership in high regard, both overall and on special facts of leadership. It is made up of questions 5, 6, 23, 25, 26, 27, 28, 30, 31, 32, 33, and 37.
- The Results-Oriented Performance Culture Index indicates the extent employees believe their organizational culture promotes improvement in processes products and services, and organizational outcomes. It is made up of questions 1, 9, 11, 15, 16, 17, 18, 19, 20, 21, 22, 24, 29, and 36.
- The Talent Management Index indicates the extent employees think the organization has the talent necessary to achieve its organizational goals. It is made up of questions 2, 7, 8, 12, 13, 14, and 38.
- The Job Satisfaction Index indicates the extent employees are satisfied with their jobs and various aspects thereof. It is made up of questions 3, 4, 10, 34, 35, 39, and 40.