

Interpretation of Results: OMB had a positive rating (i.e., greater than 65% positive) on 36 items. Notable items scoring the highest percent positive were in the “My Work Experience” section and included:

- Item 7. When needed I am willing to put in the extra effort to get a job done. (98%)
- Item 5. I like the kind of work I do. (90%)
- Item 8. I am constantly looking for ways to do my job better. (89%)
- Item 13. The work I do is important. (87%)

The agency had a negative rating (i.e., greater than 35% negative) on seven items. Notable items scoring the highest percent negative were in the “Work/Life” section and included:

- Item 74. How satisfied are you with the following Work/Life programs in your agency...Alternate Work Schedules AWS? (55%)
- Item 77. How satisfied are you with the following Work/Life programs in your agency...Telework? (50%)
- Item 62. Senior leaders demonstrate support for Work/Life programs. (50%)

When evaluating agency results in terms of meeting the objectives of the Human Capital Assessment and Accountability Framework (HCAAF), OMB results show the following percent positive responses in each index:

- Leadership & Knowledge Management – 54%
- Results-Oriented Performance Culture – 57%
- Talent Management – 63%
- Job Satisfaction – 71%

The agency was above the government-wide average on three of the four indices. OMB scored below the government average of 61% on the Leadership and Knowledge Management Index.

How the survey was conducted: The survey was conducted by the Office of Personnel Management (OPM) from February 23 through March 26, 2010.

Description of sample: The entire eligible population received the survey. All 412 full-time permanent employees who joined the agency on or before December 2009 were surveyed.

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

Number of employees surveyed, number responded, and representativeness of respondents: Surveys were distributed to 412 full-time, permanent employees who joined the agency on or before December 2009. Responses were received from 267 employees with a response rate of 64.8%.

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		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	69.2	51	134	38	30	14	267	NA
	%		20.0	49.2	14.3	11.1	5.5	100.0	
2. I have enough information to do my job well.	N	62.1	37	128	47	45	8	265	NA
	%		15.0	47.1	17.7	16.7	3.5	100.0	
3. I feel encouraged to come up with new and better ways of doing things.	N	70.4	77	110	32	36	12	267	NA
	%		30.0	40.4	11.9	13.3	4.4	100.0	
*4. My work gives me a feeling of personal accomplishment.	N	77.3	82	122	38	19	6	267	NA
	%		33.6	43.7	14.1	6.3	2.3	100.0	
*5. I like the kind of work I do.	N	90.0	106	133	23	5	0	267	NA
	%		41.7	48.2	8.6	1.4	0.0	100.0	
6. I know what is expected of me on the job.	N	71.0	50	137	38	35	7	267	NA
	%		20.2	50.8	13.9	12.7	2.4	100.0	
7. When needed I am willing to put in the extra effort to get a job done.	N	98.4	204	59	3	1	0	267	NA
	%		77.1	21.3	1.2	0.4	0.0	100.0	
8. I am constantly looking for ways to do my job better.	N	89.2	125	111	23	8	0	267	NA
	%		48.1	41.1	8.0	2.7	0.0	100.0	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N	53.8	27	116	40	60	22	265	1
	%		10.9	42.9	14.1	23.5	8.6	100.0	
*10. My workload is reasonable.	N	41.2	14	95	49	68	40	266	0
	%		5.3	35.9	18.1	25.2	15.4	100.0	
*11. My talents are used well in the workplace.	N	63.2	43	125	51	29	19	267	0
	%		18.1	45.0	19.0	10.7	7.2	100.0	
*12. I know how my work relates to the agency's goals and priorities.	N	77.4	73	131	30	25	6	265	0
	%		30.0	47.4	11.3	9.3	2.0	100.0	
*13. The work I do is important.	N	87.1	113	119	26	6	3	267	0
	%		44.4	42.8	10.1	1.8	1.0	100.0	
*14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N	51.4	28	104	52	57	25	266	1
	%		11.5	39.9	19.3	20.8	8.5	100.0	
*15. My performance appraisal is a fair reflection of my performance.	N	65.0	44	121	52	27	10	254	13
	%		17.7	47.3	20.8	10.2	4.1	100.0	
16. I am held accountable for achieving results.	N	79.1	55	154	38	16	3	266	1
	%		22.1	56.9	14.2	5.8	0.9	100.0	

*AES prescribed items

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17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N		56	100	45	13	15	229	38
	%	68.9	25.7	43.2	18.6	5.6	6.9	100.0	
*18. My training needs are assessed.	N		16	61	76	75	35	263	4
	%	30.5	6.9	23.6	28.8	27.1	13.6	100.0	
*19. 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		30	108	50	34	30	252	15
	%	55.4	13.2	42.2	19.5	13.0	12.0	100.0	
*20. The people I work with cooperate to get the job done.	N		110	110	21	18	5	264	NA
	%	83.6	44.3	39.3	7.9	6.7	1.8	100.0	
*21. My work unit is able to recruit people with the right skills.	N		68	144	24	19	7	262	5
	%	81.1	27.6	53.5	8.8	7.1	2.9	100.0	
*22. Promotions in my work unit are based on merit.	N		42	96	53	34	22	247	20
	%	57.0	19.4	37.6	21.7	12.2	9.0	100.0	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		13	51	84	45	26	219	48
	%	32.5	7.2	25.3	37.0	19.7	10.8	100.0	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N		18	86	73	55	25	257	10
	%	44.0	8.6	35.4	26.1	20.7	9.2	100.0	
25. Awards in my work unit depend on how well employees perform their jobs.	N		30	108	56	33	27	254	11
	%	55.9	14.2	41.7	20.6	12.5	11.0	100.0	
26. Employees in my work unit share job knowledge with each other.	N		90	128	21	16	11	266	1
	%	82.1	34.8	47.3	7.3	6.4	4.3	100.0	
27. The skill level in my work unit has improved in the past year.	N		54	111	68	16	8	257	9
	%	64.6	22.9	41.7	26.0	6.0	3.5	100.0	
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total**	Do Not Know/ No Basis to Judge
28. How would you rate the overall quality of work done by your work unit?	N		155	90	18	4	0	267	NA
	%	91.5	59.4	32.1	6.7	1.8	0.0	100.0	
		Percent Positive	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N		63	158	30	7	5	263	3
	%	83.9	25.7	58.2	11.6	2.4	2.1	100.0	

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		Percent Positive	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*30. Employees have a feeling of personal empowerment with respect to work processes.	N %	57.4	40 17.0	105 40.3	41 14.8	51 18.9	23 8.9	260 100.0	5
31. Employees are recognized for providing high quality products and services.	N %	65.1	37 15.9	133 49.2	47 17.9	36 13.4	10 3.6	263 100.0	2
*32. Creativity and innovation are rewarded.	N %	59.4	40 16.9	112 42.5	61 21.8	29 11.5	20 7.3	262 100.0	3
*33. Pay raises depend on how well employees perform their jobs.	N %	34.8	14 7.0	68 27.9	67 27.6	55 23.3	35 14.3	239 100.0	26
34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	N %	56.3	29 13.5	103 42.8	64 25.4	27 10.1	20 8.2	243 100.0	22
*35. Employees are protected from health and safety hazards on the job.	N %	60.1	36 14.3	111 45.8	52 19.0	33 12.6	22 8.3	254 100.0	10
*36. My organization has prepared employees for potential security threats.	N %	72.5	40 17.2	147 55.3	39 14.1	27 10.2	8 3.2	261 100.0	2
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N %	61.2	56 24.4	94 36.8	49 18.9	31 12.2	18 7.7	248 100.0	15
38. 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.	N %	79.8	75 33.2	116 46.7	29 11.9	7 2.6	13 5.7	240 100.0	25
39. My agency is successful at accomplishing its mission.	N %	79.5	67 27.2	143 52.3	32 12.0	16 6.5	6 2.0	264 100.0	1
40. I recommend my organization as a good place to work.	N %	75.1	81 30.8	119 44.4	38 15.0	20 7.9	6 1.9	264 100.0	NA
41. I believe the results of this survey will be used to make my agency a better place to work.	N %	34.5	19 8.0	62 26.4	77 31.6	51 22.0	28 11.9	237 100.0	27
*42. My supervisor supports my need to balance work and other life issues.	N %	71.4	73 28.6	114 42.8	27 10.1	31 11.0	18 7.5	263 100.0	1
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N %	71.7	72 29.5	114 42.2	33 11.9	26 9.6	18 6.8	263 100.0	0
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N %	57.0	58 24.3	86 32.7	52 19.6	36 13.9	25 9.5	257 100.0	6

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		Percent Positive	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
45. My supervisor/team leader is committed to a workforce representative of all segments of society.	N		46	115	58	11	9	239	25
	%	68.7	21.5	47.1	22.7	4.5	4.1	100.0	
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N		51	102	40	43	25	261	3
	%	59.4	21.3	38.0	15.3	16.0	9.3	100.0	
*47. Supervisors/team leaders in my work unit support employee development.	N		60	112	41	32	19	264	0
	%	66.9	24.5	42.4	14.6	11.4	7.1	100.0	
48. My supervisor/team leader listens to what I have to say.	N		101	115	16	26	6	264	NA
	%	81.5	40.6	40.9	6.5	9.9	2.1	100.0	
49. My supervisor/team leader treats me with respect.	N		112	99	25	22	6	264	NA
	%	80.3	44.4	35.9	8.8	8.7	2.3	100.0	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N		66	131	23	31	13	264	NA
	%	74.7	26.8	47.9	9.0	11.3	5.1	100.0	
*51. I have trust and confidence in my supervisor.	N		100	93	32	24	15	264	NA
	%	73.2	39.5	33.7	12.1	9.1	5.5	100.0	
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total**	Do Not Know/ No Basis to Judge
*52. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	N		104	88	47	18	7	264	NA
	%	73.2	41.9	31.3	17.3	6.9	2.6	100.0	
		Percent Positive	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*53. In my organization, leaders generate high levels of motivation and commitment in the workforce.	N		28	85	60	51	38	262	0
	%	43.4	11.5	31.9	22.7	19.6	14.3	100.0	
54. My organization's leaders maintain high standards of honesty and integrity.	N		45	88	73	30	16	252	8
	%	53.4	20.0	33.5	27.9	12.5	6.2	100.0	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N		44	135	45	12	13	249	12
	%	72.8	19.1	53.7	16.8	5.0	5.4	100.0	
*56. Managers communicate the goals and priorities of the organization.	N		33	97	65	45	19	259	0
	%	51.5	14.1	37.3	24.4	16.8	7.4	100.0	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N		27	77	77	42	17	240	22
	%	43.8	12.8	31.1	31.9	17.3	6.9	100.0	

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		Percent Positive	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
58. Managers promote communication among different work units (for example, about projects, goals, needed resources).	N %	53.3	40 17.2	93 36.1	51 18.7	42 16.7	29 11.2	255 100.0	6
59. Managers support collaboration across work units to accomplish work objectives.	N %	65.8	49 20.2	120 45.6	44 16.4	30 12.0	16 5.9	259 100.0	2
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total**	Do Not Know/ No Basis to Judge
60. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor/team leader?	N %	60.3	60 25.7	92 34.6	68 24.7	23 9.5	14 5.5	257 100.0	5
		Percent Positive	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*61. I have a high level of respect for my organization's senior leaders.	N %	42.7	36 15.5	74 27.2	76 28.3	51 19.5	25 9.5	262 100.0	0
62. Senior leaders demonstrate support for Work/Life programs.	N %	31.7	12 5.6	63 26.1	46 17.9	75 29.6	55 20.9	251 100.0	9
		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total**	Do Not Know/ No Basis to Judge
*63. How satisfied are you with your involvement in decisions that affect your work?	N %	58.3	33 14.8	116 43.5	55 20.8	44 16.5	11 4.3	259 100.0	NA
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N %	37.1	21 9.7	70 27.5	62 22.2	80 30.2	27 10.5	260 100.0	NA
*65. How satisfied are you with the recognition you receive for doing a good job?	N %	53.9	37 16.0	101 37.9	52 19.2	55 21.1	16 5.8	261 100.0	NA
*66. How satisfied are you with the policies and practices of your senior leaders?	N %	34.5	20 9.3	66 25.1	95 35.5	60 22.3	20 7.8	261 100.0	NA
*67. How satisfied are you with your opportunity to get a better job in your organization?	N %	44.5	27 11.6	89 32.9	81 31.5	42 16.1	21 8.0	260 100.0	NA
*68. How satisfied are you with the training you receive for your present job?	N %	45.3	22 9.6	92 35.6	73 27.8	48 17.5	25 9.5	260 100.0	NA

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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
*69. Considering everything, how satisfied are you with your job?	N		52	131	40	32	6	261	NA
	%	71.1	21.7	49.3	14.6	12.1	2.3	100.0	
*70. Considering everything, how satisfied are you with your pay?	N		50	132	43	29	7	261	NA
	%	69.7	20.3	49.4	17.1	10.4	2.9	100	
71. Considering everything, how satisfied are you with your organization?	N		41	113	67	29	9	259	NA
	%	59.7	17.3	42.4	25.9	11.0	3.3	100	
		Percent Positive	Telework on regular basis	Telework infrequently	No telework: physical presence required	No telework: technical issues	No telework: not allowed though ok for job type	No telework: personal choice	Item Response Total**
72. Please select the response below that BEST describes your teleworking situation.	N		8	57	19	9	128	37	258
	%	50.5	2.8	23.7	8.0	3.7	46.8	15.0	
		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total**	Do Not Know/ No Basis to Judge
73. How satisfied are you with the following Work/Life programs in your agency... Telework?	N		12	37	46	57	65	217	43
	%	25.1	6.2	18.8	21.9	24.6	28.4	100.0	
74. How satisfied are you with the following Work/Life programs in your agency... Alternative Work Schedules (AWS)?	N		10	36	41	54	70	211	50
	%	22.4	5.5	16.9	22.3	24.9	30.4	100.0	
75. How satisfied are you with the following Work/Life programs in your agency... Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)?	N		30	81	78	14	16	219	42
	%	52.3	15.1	37.1	34.9	6.2	6.7	100	
76. How satisfied are you with the following Work/Life programs in your agency... Employee Assistance Program (EAP)?	N		11	36	54	3	5	109	152
	%	42.7	11.0	31.7	50.6	2.5	4.2	100	
77. How satisfied are you with the following Work/Life programs in your agency... Child Care Programs (for example, daycare, parenting classes, parenting support groups)?	N		9	13	45	11	20	98	163
	%	24.7	10.5	14.2	46.0	10.9	18.3	100	
78. How satisfied are you with the following Work/Life programs in your agency... Elder Care Programs (for example, support groups, speakers)?	N		2	17	44	6	9	78	183
	%	26.0	2.9	23.0	54.8	8.2	11.0	100	

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79. Where do you work?	N	%
Headquarters	257	99.6
Field	1	0.4
Total	258	100.0

*80. What is your supervisory status?	N	%
Non-Supervisor	178	68.5
Team Leader	43	16.5
Supervisor	18	6.9
Manager	0	0.0
Executive	21	8.1
Total	260	100

*81. Are you:	N	%
Male	110	42.6
Female	148	57.4
Total	258	100.0

*82. Are you Hispanic or Latino?	N	%
Yes	5	2.0
No	249	98.0
Total	254	100.0

*83. Please select the racial category or categories with which you most closely identify (mark as many as apply.)	N	%
American Indian or Alaska Native	0	0.0
Asian	22	8.8
Black or African American	20	8.0
Native Hawaiian or Other Pacific Islander	0	0.0
White	202	80.8
Two or more races	6	2.4
Total	250	100

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84. What is your age group?	N	%
25 and under	6	2.3
26-29	39	15.2
30-39	107	41.8
40-49	54	21.1
50-59	34	13.3
60 or older	16	6.3
Total	256	100

85. What is your pay category/grade?	N	%
Federal Wage System	0	0.0
GS 1-6	0	0.0
GS 7-12	59	23.0
GS 13-15	165	64.5
Senior Executive Service	31	12.1
Senior Leader (SL) or Scientific or Professional (ST)	0	0.0
Other	1	0.4
Total	256	100.0

86. How long have you been with the Federal Government (excluding military service)?	N	%
Less than 1 year	4	1.6
1 to 3 years	66	25.7
4 to 5 years	29	11.3
6 to 10 years	58	22.6
11 to 14 years	28	10.9
15 to 20 years	24	9.3
More than 20 years	48	18.7
Total	257	100.0

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87. How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?

	N	%
Less than 1 year	5	1.9
1 to 3 years	106	41.2
4 to 5 years	34	13.2
6 to 10 years	44	17.1
11 to 20 years	36	14.0
More than 20 years	32	12.5
Total	257	100

88. Are you considering leaving your organization within the next year, and if so, why?

	N	%
No	145	55.8
Yes, to retire	6	2.3
Yes, to take another job within the Federal Government	60	23.1
Yes, to take another job outside the Federal Government	29	11.2
Yes, other	20	7.7
Total	260	100

89. I am planning to retire:

	N	%
Within one year	6	2.4
Between one and three years	10	3.9
Between three and five years	9	3.5
Five or more years	229	90.2
Total	254	100