

2011 Federal Employee Viewpoint Survey

Empowering Employees

inspiring change

**Consumer Product
Safety Commission**
AGENCY RESULTS

UNITED STATES OFFICE OF PERSONNEL MANAGEMENT



CONSUMER PRODUCT SAFETY COMMISSION
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	69.0	40	115	40	29	6	230	NA
	%		18.1	50.9	16.7	11.9	2.4	100.0	
2. I have enough information to do my job well.	N	74.2	32	139	34	20	5	230	NA
	%		13.9	60.3	15.1	8.9	1.8	100.0	
3. I feel encouraged to come up with new and better ways of doing things.	N	58.1	42	91	48	33	16	230	NA
	%		19.0	39.1	21.2	14.3	6.4	100.0	
*4. My work gives me a feeling of personal accomplishment.	N	74.9	69	105	24	23	8	229	NA
	%		30.6	44.3	11.6	10.3	3.2	100.0	
*5. I like the kind of work I do.	N	85.6	93	104	20	10	2	229	NA
	%		41.0	44.6	9.3	4.4	0.7	100.0	
6. I know what is expected of me on the job.	N	80.9	59	127	22	14	8	230	NA
	%		24.5	56.3	9.7	6.3	3.1	100.0	
7. When needed I am willing to put in the extra effort to get a job done.	N	97.7	148	76	5	1	0	230	NA
	%		64.7	32.9	2.0	0.3	0.0	100.0	
8. I am constantly looking for ways to do my job better.	N	91.4	103	108	17	1	0	229	NA
	%		43.4	48.0	8.1	0.5	0.0	100.0	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N	50.1	13	100	57	46	14	230	0
	%		6.0	44.1	24.7	19.6	5.6	100.0	
*10. My workload is reasonable.	N	58.0	16	116	42	35	21	230	0
	%		7.4	50.5	18.9	14.5	8.6	100.0	
*11. My talents are used well in the workplace.	N	59.3	31	102	38	37	19	227	2
	%		14.2	45.1	16.7	15.8	8.2	100.0	
*12. I know how my work relates to the agency's goals and priorities.	N	86.2	68	129	17	8	6	228	1
	%		29.1	57.1	7.2	3.9	2.8	100.0	
*13. The work I do is important.	N	87.1	107	93	15	11	2	228	0
	%		48.3	38.8	7.6	4.2	1.1	100.0	
*14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N	84.1	78	110	20	12	8	228	2
	%		36.1	48.0	7.5	4.8	3.6	100.0	
*15. My performance appraisal is a fair reflection of my performance.	N	79.8	60	116	19	14	12	221	9
	%		27.0	52.8	8.6	6.7	4.9	100.0	
16. I am held accountable for achieving results.	N	86.8	73	120	23	6	3	225	3
	%		33.1	53.7	9.4	2.8	1.1	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		47	71	46	22	18	204	25
	%	57.7	23.7	34.0	23.6	10.5	8.2	100.0	
*18. My training needs are assessed.	N		23	84	59	33	24	223	5
	%	50.5	11.9	38.6	24.9	14.6	10.0	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		47	101	30	27	17	222	8
	%	66.6	21.9	44.7	13.5	12.8	7.1	100.0	
*20. The people I work with cooperate to get the job done.	N		62	110	32	16	4	224	NA
	%	77.9	29.9	48.1	13.3	7.4	1.4	100.0	
*21. My work unit is able to recruit people with the right skills.	N		33	98	47	23	13	214	15
	%	63.0	15.6	47.4	21.0	10.4	5.6	100.0	
*22. Promotions in my work unit are based on merit.	N		32	60	40	29	27	188	39
	%	50.0	17.3	32.7	21.8	15.1	13.2	100.0	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		16	59	56	26	19	176	53
	%	43.9	8.9	35.0	32.9	13.0	10.3	100.0	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N		24	66	48	35	19	192	36
	%	45.8	12.6	33.2	26.5	17.8	10.0	100.0	
25. Awards in my work unit depend on how well employees perform their jobs.	N		31	70	47	27	21	196	31
	%	51.9	16.8	35.2	24.5	13.6	10.0	100.0	
26. Employees in my work unit share job knowledge with each other.	N		63	116	25	18	6	228	0
	%	78.1	30.0	48.1	11.2	7.9	2.7	100.0	
27. The skill level in my work unit has improved in the past year.	N		44	98	45	17	7	211	18
	%	68.1	21.9	46.2	20.2	8.3	3.4	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		114	84	24	5	2	229	NA
	%	86.1	49.5	36.6	11.3	1.9	0.7	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		44	137	22	17	3	223	5
	%	81.8	21.4	60.4	9.8	7.3	1.1	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 %	54.1	25 12.3	90 41.8	43 19.6	40 18.9	17 7.4	215 100.0	13
31. Employees are recognized for providing high quality products and services.	N %	63.6	35 17.0	101 46.6	38 16.5	33 14.9	12 4.9	219 100.0	9
*32. Creativity and innovation are rewarded.	N %	45.9	31 15.2	65 30.7	60 26.9	38 18.1	21 9.2	215 100.0	13
*33. Pay raises depend on how well employees perform their jobs.	N %	32.1	15 7.9	48 24.3	59 32.3	34 18.0	36 17.6	192 100.0	36
34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	N %	68.6	41 21.1	95 47.5	38 17.1	19 9.5	11 4.8	204 100.0	24
*35. Employees are protected from health and safety hazards on the job.	N %	73.3	44 20.3	115 53.1	40 19.2	11 4.8	5 2.7	215 100.0	12
*36. My organization has prepared employees for potential security threats.	N %	54.9	25 12.0	91 42.9	47 23.5	29 13.5	17 8.1	209 100.0	17
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N %	51.1	26 13.1	74 38.1	44 22.9	28 13.2	28 12.8	200 100.0	26
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 %	63.6	38 20.1	81 43.5	36 19.6	15 7.4	19 9.4	189 100.0	37
39. My agency is successful at accomplishing its mission.	N %	83.1	53 24.4	133 58.7	29 13.0	7 3.0	2 0.9	224 100.0	3
40. I recommend my organization as a good place to work.	N %	69.3	62 28.3	95 40.9	42 17.8	17 7.5	13 5.4	229 100.0	NA
41. I believe the results of this survey will be used to make my agency a better place to work.	N %	44.1	25 11.6	66 32.4	65 32.8	25 12.4	24 10.7	205 100.0	23
*42. My supervisor supports my need to balance work and other life issues.	N %	88.0	100 45.5	94 42.5	14 6.5	10 3.8	4 1.7	222 100.0	3
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N %	67.6	58 26.6	95 40.9	34 16.6	28 12.1	9 3.7	224 100.0	1
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N %	67.8	51 23.0	96 44.8	35 16.6	22 9.7	14 5.9	218 100.0	5

*AES prescribed items

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45. My supervisor/team leader is committed to a workforce representative of all segments of society.	N	73.3	58	86	36	9	8	197	26
	%		30.0	43.3	17.6	5.0	4.1	100.0	
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N	66.8	56	92	41	18	16	223	1
	%		25.9	40.9	18.8	7.8	6.6	100.0	
*47. Supervisors/team leaders in my work unit support employee development.	N	76.0	60	101	26	16	12	215	8
	%		27.7	48.3	11.8	7.2	4.9	100.0	
48. My supervisor/team leader listens to what I have to say.	N	84.8	80	109	15	11	8	223	NA
	%		35.9	48.8	7.5	4.5	3.3	100.0	
49. My supervisor/team leader treats me with respect.	N	83.1	98	87	19	8	12	224	NA
	%		44.7	38.4	9.1	3.3	4.5	100.0	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N	82.1	75	108	16	16	9	224	NA
	%		33.2	48.9	6.3	7.7	3.9	100.0	
*51. I have trust and confidence in my supervisor.	N	73.8	79	84	26	12	22	223	NA
	%		36.1	37.7	11.3	5.2	9.7	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	73.9	95	69	35	15	9	223	NA
	%		42.8	31.1	15.6	7.2	3.3	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	47.3	23	76	57	36	24	216	6
	%		10.4	36.8	25.6	16.0	11.1	100.0	
54. My organization's leaders maintain high standards of honesty and integrity.	N	57.4	37	76	45	24	22	204	18
	%		17.7	39.7	22.1	10.6	9.8	100.0	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N	69.6	41	96	38	14	11	200	20
	%		20.6	49.0	18.5	6.6	5.3	100.0	
*56. Managers communicate the goals and priorities of the organization.	N	59.6	38	92	46	26	16	218	4
	%		17.8	41.8	21.6	11.5	7.2	100.0	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N	65.1	33	94	45	14	13	199	22
	%		17.6	47.5	22.2	6.5	6.2	100.0	

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58. Managers promote communication among different work units (for example, about projects, goals, needed resources).	N		27	81	47	33	26	214	8
	%	51.2	13.6	37.6	21.7	15.2	11.8	100.0	
59. Managers support collaboration across work units to accomplish work objectives.	N		38	90	37	23	24	212	7
	%	61.8	18.1	43.7	17.3	10.1	10.8	100.0	
		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		53	77	46	16	18	210	12
	%	61.9	26.1	35.8	21.7	8.7	7.7	100.0	
		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		40	76	48	31	19	214	5
	%	54.4	19.4	34.9	22.6	15.4	7.6	100.0	
62. Senior leaders demonstrate support for Work/Life programs.	N		36	80	45	17	14	192	28
	%	60.6	20.9	39.7	23.5	8.9	7.0	100.0	
		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		32	82	50	34	21	219	NA
	%	52.1	14.3	37.8	24.3	15.0	8.6	100.0	
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N		17	74	58	45	24	218	NA
	%	42.7	7.8	35.0	26.8	19.9	10.5	100.0	
*65. How satisfied are you with the recognition you receive for doing a good job?	N		45	82	46	27	18	218	NA
	%	57.1	20.0	37.1	21.9	12.9	8.1	100.0	
*66. How satisfied are you with the policies and practices of your senior leaders?	N		21	83	68	23	22	217	NA
	%	47.3	9.5	37.9	31.8	11.2	9.6	100.0	
*67. How satisfied are you with your opportunity to get a better job in your organization?	N		26	50	63	43	36	218	NA
	%	35.4	12.1	23.4	29.5	19.5	15.5	100.0	
*68. How satisfied are you with the training you receive for your present job?	N		23	88	61	30	16	218	NA
	%	52.4	11.3	41.2	26.4	13.8	7.3	100.0	

*AES prescribed items

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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		47	110	29	20	12	218	NA
	%	71.6	23.1	48.5	13.3	9.6	5.5	100.0	
*70. Considering everything, how satisfied are you with your pay?	N		43	97	37	29	12	218	NA
	%	66.0	20.4	45.6	16.6	12.4	5.1	100.0	
71. Considering everything, how satisfied are you with your organization?	N		44	108	32	16	17	217	NA
	%	71.1	21.7	49.3	13.8	7.5	7.6	100.0	

72. Have you been notified that you are eligible to telework? Telework means working at a location other than your normal work site during your regular work hours (excludes travel).		N	%
Yes		153	73.6
No		57	24.0
Not sure		6	2.5
Total		216	100.0

73. Please select the response below that BEST describes your current teleworking situation:	N	%
I telework 3 or more days per week.	63	36.0
I telework 1 or 2 days per week.	37	15.8
I telework, but no more than 1 or 2 days per month.	7	3.0
I telework very infrequently, on an unscheduled or short-term basis.	23	10.0
I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).	15	6.1
I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.	3	1.2
I do not telework because I did not receive approval to do so, even though I have the kind of job where I can telework.	36	15.9
I do not telework because I choose not to telework.	31	11.8
Total	215	100.0

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Surveys Completed: 230
Response Rate: 53.7%

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74. Do you participate in the following Work/Life programs?
Alternative Work Schedules (AWS)

	N	%
Yes	136	64.1
No	78	35.1
Not available to me	2	0.8
Total	216	100.0

75. Do you participate in the following Work/Life programs? Health
and Wellness Programs (for example, exercise, medical screening,
quit smoking programs)

	N	%
Yes	74	32.2
No	125	58.3
Not available to me	18	9.5
Total	217	100.0

76. Do you participate in the following Work/Life programs?
Employee Assistance Program (EAP)

	N	%
Yes	40	18.7
No	174	80.5
Not available to me	2	0.8
Total	216	100.0

77. Do you participate in the following Work/Life programs? Child
Care Programs (for example, daycare, parenting classes, parenting
support groups)

	N	%
Yes	4	1.6
No	169	76.8
Not available to me	44	21.6
Total	217	100.0

78. Do you participate in the following Work/Life programs? Elder
Care Programs (for example, support groups, speakers)

	N	%
Yes	6	3.1
No	177	81.3
Not available to me	33	15.6
Total	216	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
79. How satisfied are you with the following Work/Life programs in your agency? Telework	N		71	58	15	25	10	179	38
	%	74.9	44.3	30.5	7.4	12.7	5.0	100.0	
80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	N		77	75	23	2	2	179	38
	%	84.8	46.3	38.5	13.0	1.4	0.9	100.0	
81. 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		19	59	41	10	2	131	82
	%	56.5	14.5	41.9	32.7	9.5	1.3	100.0	
82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	N		14	36	41	2	0	93	124
	%	53.1	15.1	38.0	44.7	2.1	0.0	100.0	
83. 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		3	9	33	3	2	50	166
	%	23.3	5.9	17.4	66.7	6.7	3.4	100.0	
84. How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	N		3	11	35	2	1	52	163
	%	27.6	5.6	22.0	65.1	4.9	2.4	100.0	

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