

**2009 Annual Employee Survey Results for
Federal Labor Relations Authority
Online Survey Conducted October 12-30, 2009
All Respondents**

Surveys Sent: **110**

Surveys Returned: **74**

Response Rate: **67%**

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	38	30	2	2	2		74
	Percentage	51.4%	40.5%	2.7%	2.7%	2.7%		100.0%
2. I am given a real opportunity to improve my skills in my organization.	Number	17	29	19	7	2		74
	Percentage	23.0%	39.2%	25.7%	9.5%	2.7%		100.0%
3. My work gives me a feeling of personal accomplishment.	Number	25	36	6	4	3		74
	Percentage	33.8%	48.6%	8.1%	5.4%	4.1%		100.0%
4. I like the kind of work I do.	Number	31	35	4	2	2		74
	Percentage	41.9%	47.3%	5.4%	2.7%	2.7%		100.0%
5. I have trust and confidence in my supervisor.	Number	35	18	8	6	7		74
	Percentage	47.3%	24.3%	10.8%	8.1%	9.5%		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	38	20	8	5	3		74
	Percentage	51.4%	27.0%	10.8%	6.8%	4.1%		100.0%

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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	17	42	12	3	0	0	74
	Percentage	23.0%	56.8%	16.2%	4.1%	0.0%	0.0%	100.0%
8. My work unit is able to recruit people with the right skills.	Number	12	19	16	13	8	6	74
	Percentage	16.2%	25.7%	21.6%	17.6%	10.8%	8.1%	100.0%
9. I know how my work relates to the agency's goals and priorities.	Number	37	31	5	1	0	0	74
	Percentage	50.0%	41.9%	6.8%	1.4%	0.0%	0.0%	100.0%
10. The work I do is important.	Number	42	25	3	2	2	0	74
	Percentage	56.8%	33.8%	4.1%	2.7%	2.7%	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	30	32	7	4	1	0	74
	Percentage	40.5%	43.2%	9.5%	5.4%	1.4%	0.0%	100.0%
12. Supervisors/team leaders in my work unit support employee development.	Number	31	29	8	5	1	0	74
	Percentage	41.9%	39.2%	10.8%	6.8%	1.4%	0.0%	100.0%
13. My talents are used well in the workplace.	Number	26	29	9	8	2	0	74
	Percentage	35.1%	39.2%	12.2%	10.8%	2.7%	0.0%	100.0%
14. My training needs are assessed.	Number	12	23	22	14	3	0	74
	Percentage	16.2%	31.1%	29.7%	18.9%	4.1%	0.0%	100.0%

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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	13	19	19	9	6	8	74
	Percentage	17.6%	25.7%	25.7%	12.2%	8.1%	10.8%	100.0%
16. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	Number	3	18	21	10	5	17	74
	Percentage	4.1%	24.3%	28.4%	13.5%	6.8%	23.0%	100.0%
17. Creativity and innovation are rewarded.	Number	13	27	21	8	3	2	74
	Percentage	17.6%	36.5%	28.4%	10.8%	4.1%	2.7%	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	20	22	12	9	1	10	74
	Percentage	27.0%	29.7%	16.2%	12.2%	1.4%	13.5%	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	11	30	12	12	4	5	74
	Percentage	14.9%	40.5%	16.2%	16.2%	5.4%	6.8%	100.0%
20. Pay raises depend on how well employees perform their jobs.	Number	7	15	26	12	7	7	74
	Percentage	9.5%	20.3%	35.1%	16.2%	9.5%	9.5%	100.0%
21. My performance appraisal is a fair reflection of my performance.	Number	25	36	9	2	1	1	74
	Percentage	33.8%	48.6%	12.2%	2.7%	1.4%	1.4%	100.0%
22. Discussions with my supervisor/ team leader about my performance are worthwhile.	Number	25	27	13	4	3	2	74
	Percentage	33.8%	36.5%	17.6%	5.4%	4.1%	2.7%	100.0%
23. Managers/supervisors/team leaders work well with employees of different backgrounds.	Number	27	24	9	5	3	6	74
	Percentage	36.5%	32.4%	12.2%	6.8%	4.1%	8.1%	100.0%
24. My supervisor supports my need to balance	Number	37	25	8	0	4	0	74
	Percentage	50.0%	33.8%	10.8%	0.0%	5.4%	0.0%	100.0%

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work and family issues.

Percentage	50.0%	33.8%	10.8%	0.0%	5.4%	0.0%	100.0%
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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	35	26	6	3	3	1	74
	Percentage	47.3%	35.1%	8.1%	4.1%	4.1%	1.4%	100.0%
26. In my organization, leaders generate high levels of motivation and commitment in the workforce.	Number	25	30	10	3	5	1	74
	Percentage	33.8%	40.5%	13.5%	4.1%	6.8%	1.4%	100.0%
27. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	Number	21	35	9	0	2	7	74
	Percentage	28.4%	47.3%	12.2%	0.0%	2.7%	9.5%	100.0%
28. Employees are protected from health and safety hazards on the job.	Number	23	31	14	2	1	3	74
	Percentage	31.1%	41.9%	18.9%	2.7%	1.4%	4.1%	100.0%
29. Employees have a feeling of personal empowerment with respect to work processes.	Number	17	21	13	13	5	5	74
	Percentage	23.0%	28.4%	17.6%	17.6%	6.8%	6.8%	100.0%
30. My workload is reasonable.	Number	12	33	8	18	3	0	74
	Percentage	16.2%	44.6%	10.8%	24.3%	4.1%	0.0%	100.0%
31. Managers communicate the goals and priorities of the organization.	Number	24	28	11	8	3	0	74
	Percentage	32.4%	37.8%	14.9%	10.8%	4.1%	0.0%	100.0%
32. My organization has prepared employees for potential security threats.	Number	6	37	13	8	3	7	74
	Percentage	8.1%	50.0%	17.6%	10.8%	4.1%	9.5%	100.0%

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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	21	26	16	9	2		74
	Percentage	28.4%	35.1%	21.6%	12.2%	2.7%		100.0%
34. How satisfied are you with your involvement in decisions that affect your work?	Number	20	24	13	15	2		74
	Percentage	27.0%	32.4%	17.6%	20.3%	2.7%		100.0%
35. How satisfied are you with your opportunity to get a better job in your organization?	Number	10	17	27	14	6		74
	Percentage	13.5%	23.0%	36.5%	18.9%	8.1%		100.0%
36. How satisfied are you with the recognition you receive for doing a good job?	Number	25	29	9	10	1		74
	Percentage	33.8%	39.2%	12.2%	13.5%	1.4%		100.0%
37. How satisfied are you with the policies and practices of your senior leaders?	Number	26	25	15	4	4		74
	Percentage	35.1%	33.8%	20.3%	5.4%	5.4%		100.0%
38. How satisfied are you with the training you receive for your present job?	Number	15	28	17	13	1		74
	Percentage	20.3%	37.8%	23.0%	17.6%	1.4%		100.0%
39. Considering everything, how satisfied are you with your job?	Number	26	35	6	5	2		74
	Percentage	35.1%	47.3%	8.1%	6.8%	2.7%		100.0%
40. Considering everything, how satisfied are you with your pay?	Number	24	32	10	6	2		74
	Percentage	32.4%	43.2%	13.5%	8.1%	2.7%		100.0%