

2011 Federal Employee Viewpoint Survey Evaluation

Background

In early April 2011, the Office of Personnel Management (OPM) e-mailed an invitation to a select group of agency employees to participate in the 2011 Federal Employee Viewpoint Survey. The survey was available online from April 4, 2011 until May 15, 2011.

The population of employees sampled for survey participation consisted of all full-time, permanent, non-seasonal employees. A total of 39 employees were selected for survey participation including supervisors, managers, and executives. Of the 39 employees, 32 responded for an overall agency response rate of 82.1%.

Evaluation

On September 20, 2011 OPM released the results of the 2011 Federal Employee Viewpoint Survey to federal agencies. Agencies are required to analyze the results and make the information available to the public. The National Capital Planning Commission's (NCPC) results have been reviewed and analyzed to gauge employees' perceptions of whether, and to what extent, conditions characterizing successful organizations are present at NCPC.

NCPC 2011 survey results showed improvements in many areas compared to 2010 results. The results showed an increase in positive responses by 50% and the NCPC results are more favorable than the government-wide data in 82.9% of the survey questions.

The 2011 survey results showed increased satisfaction in the areas involving employees' understanding of what to do to be rated at different performance levels; supervisor support of their need to balance work and other life issues; ability to disclose a suspected violation of any law, rule or regulation without fear of reprisal; belief that policies and programs promote diversity in the workplace; and satisfaction with the policies and practices of their senior leaders.

Over 93% of NCPC employees reported that they are protected from health and safety hazards on the job; physical conditions allow them to perform their jobs well; when needed they are willing to put in the extra effort to get a job done; they are constantly looking for ways to do their job better; and that prohibited personnel practices are not tolerated at the NCPC.

Although NCPC continues to make progress in employees' satisfaction rate, there are areas, such as dealing with poor performers; satisfaction with training received; and meaningful recognition of differences in performance that received higher percentages of negative perceptions.

NCPC will concentrate on identifying the root causes of employees' perceptions in these areas and, with the employees input, develop strategies to address the concerns, while fostering a high-performing organization.

In measuring NCPC's progress toward meeting the Human Capital Assessment and Accountability Framework (HCAAF) objectives, our agency results are as follows:

- In Leadership & Knowledge Management, 75% compared to 62% government-wide
- In Results-Oriented Performance Culture, 70% compared to 54% government-wide
- In Talent Management, 66% compared to 60% government-wide
- In Job Satisfaction, 68% compared to 68% government-wide

2011 Federal Employee Viewpoint Survey

Empowering Employees

inspiring change

National Capital
Planning Commission
AGENCY RESULTS

UNITED STATES OFFICE OF PERSONNEL MANAGEMENT



NATIONAL CAPITAL PLANNING 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	72.5	10	13	3	5	1	32	NA
	%		32.4	40.1	8.5	16.3	2.7	100.0	
2. I have enough information to do my job well.	N	78.9	7	18	3	4	0	32	NA
	%		23.0	55.9	8.4	12.7	0.0	100.0	
3. I feel encouraged to come up with new and better ways of doing things.	N	71.7	14	9	3	4	2	32	NA
	%		45.2	26.5	8.9	12.2	7.2	100.0	
*4. My work gives me a feeling of personal accomplishment.	N	73.1	9	14	6	1	2	32	NA
	%		28.8	44.3	18.8	2.7	5.4	100.0	
*5. I like the kind of work I do.	N	79.9	15	10	2	4	1	32	NA
	%		48.5	31.4	6.3	11.2	2.7	100.0	
6. I know what is expected of me on the job.	N	76.6	12	13	4	3	0	32	NA
	%		39.7	37.0	13.4	10.0	0.0	100.0	
7. When needed I am willing to put in the extra effort to get a job done.	N	97.3	23	8	1	0	0	32	NA
	%		73.1	24.2	2.7	0.0	0.0	100.0	
8. I am constantly looking for ways to do my job better.	N	97.3	16	15	1	0	0	32	NA
	%		52.1	45.2	2.7	0.0	0.0	100.0	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N	62.7	3	17	5	6	1	32	0
	%		11.3	51.3	15.7	17.5	4.1	100.0	
*10. My workload is reasonable.	N	68.8	5	17	5	4	1	32	0
	%		16.8	52.0	16.1	12.1	3.0	100.0	
*11. My talents are used well in the workplace.	N	56.6	5	12	8	1	5	31	1
	%		16.4	40.3	24.5	3.3	15.5	100.0	
*12. I know how my work relates to the agency's goals and priorities.	N	75.7	12	11	3	3	2	31	1
	%		41.8	33.9	9.7	8.5	6.1	100.0	
*13. The work I do is important.	N	82.1	13	13	3	1	2	32	0
	%		43.2	38.9	9.8	2.7	5.4	100.0	
*14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N	94.2	22	8	1	1	0	32	0
	%		68.6	25.6	2.7	3.1	0.0	100.0	
*15. My performance appraisal is a fair reflection of my performance.	N	79.6	11	14	3	2	1	31	1
	%		34.7	44.9	10.2	7.0	3.2	100.0	
16. I am held accountable for achieving results.	N	91.9	14	15	2	1	0	32	0
	%		45.8	46.1	5.4	2.7	0.0	100.0	

*AES prescribed items

** Sum of responses excluding DNK/NBJ

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17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N		9	11	1	2	1	24	7
	%	83.2	39.5	43.7	5.4	7.2	4.2	100.0	
*18. My training needs are assessed.	N		5	11	9	4	3	32	0
	%	50.6	14.8	35.8	28.2	12.6	8.5	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		13	14	1	2	0	30	2
	%	90.5	42.9	47.6	3.3	6.2	0.0	100.0	
*20. The people I work with cooperate to get the job done.	N		8	13	4	2	1	28	NA
	%	74.2	27.6	46.6	13.3	7.8	4.7	100.0	
*21. My work unit is able to recruit people with the right skills.	N		7	11	7	4	0	29	2
	%	63.3	24.7	38.6	24.6	12.1	0.0	100.0	
*22. Promotions in my work unit are based on merit.	N		4	14	4	3	3	28	4
	%	63.7	13.2	50.6	14.3	10.7	11.3	100.0	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		3	11	1	5	4	24	7
	%	61.6	13.6	48.0	4.1	19.6	14.8	100.0	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N		2	13	5	6	2	28	4
	%	54.3	6.7	47.6	16.8	20.6	8.3	100.0	
25. Awards in my work unit depend on how well employees perform their jobs.	N		5	14	6	1	3	29	3
	%	65.6	16.4	49.2	18.8	4.5	11.1	100.0	
26. Employees in my work unit share job knowledge with each other.	N		11	11	6	2	1	31	1
	%	70.4	35.5	35.0	18.4	7.0	4.2	100.0	
27. The skill level in my work unit has improved in the past year.	N		7	12	8	2	1	30	2
	%	66.1	23.2	42.8	25.4	5.7	2.9	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		19	8	3	1	0	31	NA
	%	87.4	63.9	23.5	9.8	2.8	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		10	19	2	1	0	32	0
	%	91.6	31.5	60.1	5.4	3.0	0.0	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 %	59.7	6 21.5	12 38.3	10 31.8	2 5.6	1 2.8	31 100.0	1
31. Employees are recognized for providing high quality products and services.	N %	72.7	9 28.7	14 44.0	5 16.0	4 11.3	0 0.0	32 100.0	0
*32. Creativity and innovation are rewarded.	N %	65.5	10 29.7	11 35.8	7 21.8	1 2.7	3 10.0	32 100.0	0
*33. Pay raises depend on how well employees perform their jobs.	N %	55.4	2 8.0	13 47.3	7 24.8	3 11.8	2 8.1	27 100.0	5
34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	N %	67.7	7 25.5	11 42.2	7 27.3	0 0.0	1 5.0	26 100.0	6
*35. Employees are protected from health and safety hazards on the job.	N %	100.0	17 54.3	15 45.7	0 0.0	0 0.0	0 0.0	32 100.0	0
*36. My organization has prepared employees for potential security threats.	N %	82.0	11 35.9	14 46.1	4 12.0	1 3.2	1 2.8	31 100.0	1
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N %	73.9	10 34.9	11 38.9	2 5.9	4 12.7	2 7.5	29 100.0	3
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 %	95.9	13 53.4	11 42.5	1 4.1	0 0.0	0 0.0	25 100.0	7
39. My agency is successful at accomplishing its mission.	N %	81.3	11 36.7	14 44.7	5 15.8	0 0.0	1 2.8	31 100.0	0
40. I recommend my organization as a good place to work.	N %	83.7	14 44.3	13 39.4	4 13.6	1 2.7	0 0.0	32 100.0	NA
41. I believe the results of this survey will be used to make my agency a better place to work.	N %	68.5	7 25.8	12 42.8	5 16.1	2 7.7	2 7.7	28 100.0	4
*42. My supervisor supports my need to balance work and other life issues.	N %	91.0	15 47.7	14 43.3	2 5.8	1 3.1	0 0.0	32 100.0	0
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N %	72.1	9 29.2	14 42.9	5 17.1	1 2.7	3 8.1	32 100.0	0
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N %	71.1	9 31.3	12 39.8	6 20.2	2 5.8	1 2.9	30 100.0	2

*AES prescribed items

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45. My supervisor/team leader is committed to a workforce representative of all segments of society.	N	74.5	9	13	7	0	0	29	3
	%		32.1	42.5	25.5	0.0	0.0	100.0	
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N	74.4	7	15	6	1	1	30	1
	%		23.6	50.9	19.3	3.4	2.9	100.0	
*47. Supervisors/team leaders in my work unit support employee development.	N	73.8	9	14	4	3	2	32	0
	%		30.6	43.3	11.3	9.5	5.4	100.0	
48. My supervisor/team leader listens to what I have to say.	N	81.5	12	14	3	3	0	32	NA
	%		38.7	42.9	9.0	9.5	0.0	100.0	
49. My supervisor/team leader treats me with respect.	N	81.1	13	13	5	1	0	32	NA
	%		42.2	38.9	15.7	3.1	0.0	100.0	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N	86.0	14	13	2	2	1	32	NA
	%		46.7	39.4	5.4	5.4	3.1	100.0	
*51. I have trust and confidence in my supervisor.	N	78.4	12	13	4	3	0	32	NA
	%		37.7	40.7	13.1	8.5	0.0	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	81.5	13	13	5	1	0	32	NA
	%		40.3	41.2	15.8	2.7	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
*53. In my organization, leaders generate high levels of motivation and commitment in the workforce.	N	60.4	6	13	7	5	1	32	0
	%		18.9	41.5	20.5	16.3	2.7	100.0	
54. My organization's leaders maintain high standards of honesty and integrity.	N	76.2	9	15	3	5	0	32	0
	%		28.2	47.9	8.4	15.4	0.0	100.0	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N	64.7	6	14	7	2	2	31	1
	%		20.0	44.7	20.8	7.5	7.0	100.0	
*56. Managers communicate the goals and priorities of the organization.	N	75.9	6	18	4	2	2	32	0
	%		19.4	56.4	11.5	7.2	5.4	100.0	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N	77.2	7	17	6	1	1	32	0
	%		22.1	55.1	17.3	2.7	2.7	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 %	66.7	7 24.0	14 42.7	3 8.4	6 18.0	2 6.8	32 100.0	0
59. Managers support collaboration across work units to accomplish work objectives.	N %	67.1	8 25.2	13 41.8	3 8.5	5 14.9	3 9.5	32 100.0	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 %	65.4	7 22.1	14 43.3	9 29.1	2 5.4	0 0.0	32 100.0	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 %	68.9	8 25.1	14 43.7	5 15.8	1 2.7	4 12.7	32 100.0	0
62. Senior leaders demonstrate support for Work/Life programs.	N %	80.3	11 38.8	13 41.5	4 12.4	2 7.2	0 0.0	30 100.0	2
		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 %	57.3	8 27.0	10 30.4	9 25.9	4 14.0	1 2.7	32 100.0	NA
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N %	68.9	9 29.7	13 39.3	3 8.9	6 19.4	1 2.7	32 100.0	NA
*65. How satisfied are you with the recognition you receive for doing a good job?	N %	62.7	10 32.4	10 30.3	6 18.7	5 15.4	1 3.1	32 100.0	NA
*66. How satisfied are you with the policies and practices of your senior leaders?	N %	71.7	8 26.5	15 45.1	4 12.0	5 16.4	0 0.0	32 100.0	NA
*67. How satisfied are you with your opportunity to get a better job in your organization?	N %	42.9	4 14.4	9 28.5	11 34.8	4 13.0	3 9.3	31 100.0	NA
*68. How satisfied are you with the training you receive for your present job?	N %	53.3	5 15.3	12 38.0	5 15.7	6 19.7	4 11.3	32 100.0	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		11	11	8	1	1	32	NA
	%	69.0	35.5	33.5	25.6	2.7	2.7	100.0	
*70. Considering everything, how satisfied are you with your pay?	N		14	10	2	5	1	32	NA
	%	74.9	44.6	30.3	6.3	16.2	2.7	100.0	
71. Considering everything, how satisfied are you with your organization?	N		11	13	5	2	1	32	NA
	%	74.7	33.7	41.0	15.7	6.8	2.7	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		30	94.2
No		2	5.8
Not sure		0	0.0
Total		32	100.0

73. Please select the response below that BEST describes your current teleworking situation:		N	%
I telework 3 or more days per week.		0	0.0
I telework 1 or 2 days per week.		2	5.8
I telework, but no more than 1 or 2 days per month.		5	15.7
I telework very infrequently, on an unscheduled or short-term basis.		19	61.1
I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).		1	2.7
I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.		2	5.7
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.		1	3.1
I do not telework because I choose not to telework.		2	5.8
Total		32	100.0

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

	N	%
Yes	15	44.3
No	15	49.9
Not available to me	2	5.8
Total	32	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	11	37.0
No	20	63.0
Not available to me	0	0.0
Total	31	100.0

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

	N	%
Yes	4	13.1
No	27	83.8
Not available to me	1	3.1
Total	32	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	0	0.0
No	25	80.0
Not available to me	6	20.0
Total	31	100.0

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

	N	%
Yes	0	0.0
No	26	84.2
Not available to me	5	15.8
Total	31	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		10	13	4	1	1	29	3
	%	78.2	34.2	44.0	13.8	4.5	3.5	100.0	
80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	N		13	9	1	0	1	24	8
	%	91.5	54.0	37.5	4.3	0.0	4.3	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		7	9	4	0	0	20	12
	%	80.5	34.4	46.2	19.5	0.0	0.0	100.0	
82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	N		3	7	6	0	1	17	15
	%	60.5	18.6	41.9	34.4	0.0	5.0	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		0	2	3	0	1	6	26
	%	35.2	0.0	35.2	49.8	0.0	15.0	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		0	1	5	0	0	6	26
	%	17.6	0.0	17.6	82.4	0.0	0.0	100.0	

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Response Rate: 82.1%



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OFFICE OF PERSONNEL MANAGEMENT
Planning and Policy Analysis
1900 E Street, NW
Washington, DC 20415
www.FedView.opm.gov