

2011 Federal Employee Viewpoint Survey

Empowering Employees

inspiring change

**National Archives
and Records Administration**
AGENCY RESULTS

UNITED STATES OFFICE OF PERSONNEL MANAGEMENT



**NATIONAL ARCHIVES AND RECORDS ADMINISTRATION
2011 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS
(Survey Administration Period April 4, 2011 to May 27, 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		337	766	339	278	133	1,853	NA
	%	58.7	17.6	41.1	18.3	15.6	7.4	100.0	
2. I have enough information to do my job well.	N		360	898	249	269	73	1,849	NA
	%	68.0	19.2	48.8	13.7	14.3	4.0	100.0	
3. I feel encouraged to come up with new and better ways of doing things.	N		380	639	339	318	176	1,852	NA
	%	54.1	19.6	34.5	18.9	17.4	9.6	100.0	
*4. My work gives me a feeling of personal accomplishment.	N		570	759	257	159	108	1,853	NA
	%	71.5	29.9	41.6	13.8	8.7	6.0	100.0	
*5. I like the kind of work I do.	N		754	754	221	76	43	1,848	NA
	%	81.4	40.1	41.3	12.1	4.1	2.4	100.0	
6. I know what is expected of me on the job.	N		552	875	214	141	63	1,845	NA
	%	77.8	29.9	47.9	11.3	7.4	3.4	100.0	
7. When needed I am willing to put in the extra effort to get a job done.	N		1,226	559	50	11	7	1,853	NA
	%	96.2	65.4	30.8	2.8	0.6	0.4	100.0	
8. I am constantly looking for ways to do my job better.	N		932	710	175	24	10	1,851	NA
	%	88.5	50.0	38.5	9.6	1.4	0.5	100.0	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N		208	696	310	406	218	1,838	12
	%	49.7	11.5	38.2	16.9	21.5	11.8	100.0	
*10. My workload is reasonable.	N		209	888	304	295	150	1,846	4
	%	59.6	11.6	48.0	16.7	15.7	8.0	100.0	
*11. My talents are used well in the workplace.	N		315	721	295	261	233	1,825	19
	%	56.3	17.0	39.3	16.3	14.3	13.1	100.0	
*12. I know how my work relates to the agency's goals and priorities.	N		548	921	204	96	62	1,831	17
	%	80.5	29.5	51.0	11.2	5.0	3.3	100.0	
*13. The work I do is important.	N		927	720	135	25	31	1,838	9
	%	89.7	50.3	39.4	7.2	1.4	1.8	100.0	
*14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N		466	747	246	197	179	1,835	16
	%	65.3	24.7	40.6	13.6	10.8	10.2	100.0	
*15. My performance appraisal is a fair reflection of my performance.	N		655	713	204	141	106	1,819	28
	%	74.3	35.0	39.3	11.5	8.1	6.1	100.0	
16. I am held accountable for achieving results.	N		611	905	212	60	37	1,825	20
	%	82.9	32.9	50.1	11.7	3.4	2.0	100.0	

*AES prescribed items

** Sum of responses excluding DNK/NBJ

Sample or Census: Census

Number of Employees Selected: 2,538

Percentages are weighted to represent the Agency's population.

NATIONAL ARCHIVES AND RECORDS ADMINISTRATION
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17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N		469	583	338	178	191	1,759	90
	%	58.6	25.5	33.1	19.7	10.3	11.4	100.0	
*18. My training needs are assessed.	N		235	585	476	303	207	1,806	36
	%	45.3	12.6	32.7	26.6	16.6	11.6	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		622	726	191	156	117	1,812	35
	%	74.2	33.7	40.5	10.7	8.6	6.4	100.0	
*20. The people I work with cooperate to get the job done.	N		425	864	279	183	74	1,825	NA
	%	70.1	22.7	47.4	15.6	10.1	4.1	100.0	
*21. My work unit is able to recruit people with the right skills.	N		176	668	454	322	168	1,788	64
	%	46.1	9.6	36.5	26.1	18.1	9.8	100.0	
*22. Promotions in my work unit are based on merit.	N		209	460	452	317	311	1,749	95
	%	36.8	11.2	25.6	26.3	18.3	18.6	100.0	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		128	457	474	338	322	1,719	132
	%	33.5	6.9	26.6	28.1	19.6	18.9	100.0	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N		169	493	493	326	260	1,741	108
	%	37.6	9.3	28.3	28.5	18.6	15.3	100.0	
25. Awards in my work unit depend on how well employees perform their jobs.	N		262	643	365	258	212	1,740	106
	%	51.5	14.4	37.0	20.9	15.1	12.5	100.0	
26. Employees in my work unit share job knowledge with each other.	N		372	877	279	191	114	1,833	16
	%	67.5	19.6	47.8	15.5	10.6	6.5	100.0	
27. The skill level in my work unit has improved in the past year.	N		313	661	482	191	115	1,762	77
	%	54.5	17.2	37.3	27.5	11.2	6.8	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		778	750	255	43	24	1,850	NA
	%	82.1	41.1	41.0	14.1	2.4	1.3	100.0	
		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N		241	914	368	201	60	1,784	52
	%	64.2	13.4	50.9	20.8	11.6	3.4	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		147	539	445	433	222	1,786	50
	%	37.9	7.9	30.1	25.1	24.3	12.7	100.0	
31. Employees are recognized for providing high quality products and services.	N		230	643	401	323	195	1,792	46
	%	48.3	12.3	35.9	22.5	18.1	11.1	100.0	
*32. Creativity and innovation are rewarded.	N		175	483	483	377	252	1,770	57
	%	36.3	9.4	26.8	27.5	21.7	14.5	100.0	
*33. Pay raises depend on how well employees perform their jobs.	N		101	361	467	414	353	1,696	129
	%	27.0	5.7	21.2	27.2	24.3	21.5	100.0	
34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	N		186	615	504	212	171	1,688	146
	%	46.1	10.4	35.7	29.8	13.1	10.9	100.0	
*35. Employees are protected from health and safety hazards on the job.	N		321	906	302	164	101	1,794	38
	%	67.5	17.1	50.4	17.0	9.6	5.9	100.0	
*36. My organization has prepared employees for potential security threats.	N		356	968	263	143	76	1,806	23
	%	72.8	19.1	53.8	14.6	8.2	4.4	100.0	
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N		293	547	401	239	238	1,718	113
	%	47.7	16.2	31.5	23.7	14.2	14.4	100.0	
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		376	678	363	122	138	1,677	154
	%	61.3	21.2	40.1	22.4	7.6	8.7	100.0	
39. My agency is successful at accomplishing its mission.	N		295	849	391	160	76	1,771	58
	%	64.3	16.4	47.9	22.4	9.2	4.2	100.0	
40. I recommend my organization as a good place to work.	N		314	647	445	270	152	1,828	NA
	%	51.8	16.6	35.2	24.6	15.0	8.6	100.0	
41. I believe the results of this survey will be used to make my agency a better place to work.	N		263	553	420	265	211	1,712	124
	%	47.3	15.0	32.3	24.6	15.6	12.6	100.0	
*42. My supervisor supports my need to balance work and other life issues.	N		728	728	188	89	72	1,805	24
	%	80.0	39.5	40.5	10.6	5.2	4.3	100.0	
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N		548	613	327	188	139	1,815	14
	%	63.2	29.3	33.9	18.4	10.6	7.9	100.0	
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N		494	645	335	184	140	1,798	32
	%	62.8	26.6	36.3	18.9	10.3	8.0	100.0	

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45. My supervisor/team leader is committed to a workforce representative of all segments of society.	N		452	612	410	97	90	1,661	166
	%	62.9	26.2	36.8	25.2	6.1	5.8	100.0	
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N		426	665	344	225	153	1,813	14
	%	59.7	22.7	37.1	19.1	12.6	8.5	100.0	
*47. Supervisors/team leaders in my work unit support employee development.	N		479	691	336	157	136	1,799	25
	%	64.0	25.8	38.2	19.1	9.1	7.9	100.0	
48. My supervisor/team leader listens to what I have to say.	N		644	707	242	160	77	1,830	NA
	%	73.2	34.2	39.0	13.6	8.9	4.3	100.0	
49. My supervisor/team leader treats me with respect.	N		733	712	197	106	79	1,827	NA
	%	78.8	39.2	39.6	11.0	5.9	4.4	100.0	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N		572	808	188	192	66	1,826	NA
	%	75.1	30.5	44.6	10.5	10.7	3.6	100.0	
*51. I have trust and confidence in my supervisor.	N		647	528	323	180	149	1,827	NA
	%	63.5	34.6	28.8	18.1	10.0	8.5	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		742	491	356	134	104	1,827	NA
	%	66.7	39.8	27.0	20.0	7.3	5.9	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		157	488	491	403	254	1,793	28
	%	35.5	8.2	27.3	27.3	22.6	14.6	100.0	
54. My organization's leaders maintain high standards of honesty and integrity.	N		256	586	460	234	194	1,730	88
	%	47.7	14.1	33.5	26.6	14.1	11.6	100.0	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N		264	692	424	187	133	1,700	115
	%	54.9	14.9	40.0	25.3	11.4	8.4	100.0	
*56. Managers communicate the goals and priorities of the organization.	N		235	763	383	235	164	1,780	33
	%	55.8	12.6	43.2	21.5	13.4	9.3	100.0	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N		245	708	411	182	128	1,674	138
	%	56.7	14.0	42.7	24.5	11.0	7.7	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		211	550	415	316	264	1,756	57
	%	43.0	11.4	31.6	23.8	17.9	15.3	100.0	
59. Managers support collaboration across work units to accomplish work objectives.	N		230	569	444	268	225	1,736	70
	%	45.5	12.6	32.9	25.7	15.6	13.2	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		370	565	447	187	172	1,741	70
	%	53.1	20.7	32.4	25.9	10.9	10.2	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		304	507	460	282	235	1,788	26
	%	45.3	16.6	28.7	25.6	15.7	13.4	100.0	
62. Senior leaders demonstrate support for Work/Life programs.	N		274	522	488	190	143	1,617	199
	%	48.7	16.5	32.2	30.0	12.1	9.2	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		249	586	414	419	145	1,813	NA
	%	45.4	13.1	32.3	23.4	23.1	8.1	100.0	
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N		230	619	459	362	146	1,816	NA
	%	46.6	12.0	34.6	25.6	19.9	8.0	100.0	
*65. How satisfied are you with the recognition you receive for doing a good job?	N		326	587	389	330	183	1,815	NA
	%	49.4	17.2	32.3	21.8	18.5	10.2	100.0	
*66. How satisfied are you with the policies and practices of your senior leaders?	N		180	491	551	388	199	1,809	NA
	%	36.5	9.5	27.1	30.9	21.5	11.0	100.0	
*67. How satisfied are you with your opportunity to get a better job in your organization?	N		182	378	500	400	355	1,815	NA
	%	30.4	9.5	20.9	27.3	22.4	20.0	100.0	
*68. How satisfied are you with the training you receive for your present job?	N		248	623	498	297	145	1,811	NA
	%	47.5	13.1	34.4	27.7	16.4	8.3	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		418	732	338	208	109	1,805	NA
	%	63.3	22.6	40.8	19.0	11.6	6.1	100.0	
*70. Considering everything, how satisfied are you with your pay?	N		376	667	287	306	177	1,813	NA
	%	55.9	19.6	36.4	16.0	17.6	10.4	100.0	
71. Considering everything, how satisfied are you with your organization?	N		266	641	451	296	161	1,815	NA
	%	49.5	14.2	35.3	25.3	16.1	9.1	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		710	37.2
No		1,001	56.8
Not sure		102	6.0
Total		1,813	100.0

73. Please select the response below that BEST describes your current teleworking situation:		N	%
I telework 3 or more days per week.		18	1.1
I telework 1 or 2 days per week.		193	10.3
I telework, but no more than 1 or 2 days per month.		77	4.1
I telework very infrequently, on an unscheduled or short-term basis.		228	11.9
I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).		672	39.1
I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.		107	6.3
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.		237	14.3
I do not telework because I choose not to telework.		224	12.9
Total		1,756	100.0

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

	N	%
Yes	420	23.3
No	1,130	62.2
Not available to me	258	14.5
Total	1,808	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	423	23.4
No	1,122	61.8
Not available to me	257	14.8
Total	1,802	100.0

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

	N	%
Yes	200	11.4
No	1,486	81.5
Not available to me	116	7.1
Total	1,802	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	37	2.1
No	1,427	78.3
Not available to me	343	19.6
Total	1,807	100.0

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

	N	%
Yes	17	1.0
No	1,420	78.1
Not available to me	364	20.8
Total	1,801	100.0

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79. How satisfied are you with the following Work/Life programs in your agency? Telework	N		185	277	345	107	59	973	836
	%	46.2	18.5	27.6	36.5	11.0	6.3	100.0	
80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	N		232	364	314	65	40	1,015	781
	%	58.2	22.5	35.7	31.4	6.5	3.9	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		178	368	364	74	49	1,033	764
	%	51.8	16.8	35.0	35.7	7.4	5.1	100.0	
82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	N		88	230	389	37	24	768	1,035
	%	40.4	11.0	29.3	51.2	5.1	3.3	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		25	81	328	32	41	507	1,298
	%	20.3	4.7	15.7	65.1	6.3	8.2	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		16	56	345	33	29	479	1,328
	%	14.8	3.3	11.5	71.9	7.2	6.1	100.0	

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Surveys Completed: 1,855
Response Rate: 73.1%

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85. Where do you work?	N	%
Headquarters	853	48.0
Field	925	52.0
Total	1,778	100.0

*86. What is your supervisory status?	N	%
Non-Supervisor	1,144	63.9
Team Leader	305	17.0
Supervisor	217	12.1
Manager	100	5.6
Executive	25	1.4
Total	1,791	100.0

*87. Are you:	N	%
Male	823	46.0
Female	965	54.0
Total	1,788	100.0

*88. Are you Hispanic or Latino?	N	%
Yes	57	3.2
No	1,715	96.8
Total	1,772	100.0

*89. Please select the racial category or categories with which you most closely identify.	N	%
American Indian or Alaska Native	9	0.5
Asian	41	2.4
Black or African American	372	21.4
Native Hawaiian or Other Pacific Islander	6	0.3
White	1,260	72.4
Two or more races	53	3.0
Total	1,741	100.0

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90. What is your age group?	N	%
25 and under	32	1.8
26-29	116	6.5
30-39	305	17.2
40-49	493	27.8
50-59	589	33.3
60 or older	236	13.3
Total	1,771	100.0

91. What is your pay category/grade?	N	%
Federal Wage System	9	0.5
GS 1-6	462	26.0
GS 7-12	808	45.5
GS 13-15	476	26.8
Senior Executive Service	15	0.8
Senior Level (SL) or Scientific or Professional (ST)	4	0.2
Other	3	0.2
Total	1,777	100.0

92. How long have you been with the Federal Government (excluding military service)?	N	%
Less than 1 year	31	1.7
1 to 3 years	286	16.1
4 to 5 years	128	7.2
6 to 10 years	366	20.6
11 to 14 years	174	9.8
15 to 20 years	218	12.3
More than 20 years	573	32.3
Total	1,776	100.0

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

	N	%
Less than 1 year	50	2.8
1 to 3 years	377	21.2
4 to 5 years	166	9.3
6 to 10 years	386	21.7
11 to 20 years	367	20.6
More than 20 years	433	24.3
Total	1,779	100.0

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

	N	%
No	1,238	69.3
Yes, to retire	96	5.4
Yes, to take another job within the Federal Government	299	16.7
Yes, to take another job outside the Federal Government	74	4.1
Yes, other	79	4.4
Total	1,786	100.0

95. I am planning to retire:

	N	%
Within one year	55	3.1
Between one and three years	143	8.1
Between three and five years	150	8.5
Five or more years	1,409	80.2
Total	1,757	100.0



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